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## BART Public Participation Plan



San Francisco Bay Area Rapid Transit District

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## EXECUTIVE SUMMARY

In order to expand public access to BART's transportation decision-making process, the San Francisco Bay Area Rapid Transit District initiated an intensive community involvement process and planning effort to develop this Public Participation Plan (PPP) document. The Plan will guide BART's ongoing public involvement endeavors to ensure the most effective means of providing information and receiving public input on transportation issues, with particular emphasis on involving traditionally under-represented groups.

This document reviews the public participation process that informed the PPP and outlines resulting participation goals, evaluation tools and methods specifically tailored to low-income, minority and Limited English Proficiency (LEP) populations in the BART service area. Major public participation components proposed to support broad goals and principles include: program design factors to evaluate the appropriate level of regional and community-specific outreach activities; a range of public participation methods to provide information, invite participation and seek input; and performance measures and objectives to ensure accountability and a means for improving over time.

In order to engage diverse community members in development of the PPP, BART's extensive participation process included two rounds of multi-lingual community meetings (29 total) throughout the BART service area (San Francisco, Alameda, Contra Costa and San Mateo counties) in spring 2010. BART employed a range of methods to ensure broad-based participation, such as: low income and minority target audience identification; coordination with community-based organizations (CBOs); a variety of notification methods such as CBO newsletters, direct mail and ethnic media, among others; translation services in 10 languages; public participation surveys (more than 1,350 survey responses submitted); and over 750 written comments received through comment cards, evaluation forms and graphic recording during meetings to identify preferences for elements of BART's future participation processes. Meetings were professionally facilitated to support productive community discussions and record real-time comments.

The purpose of the PPP is to offer early, continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at BART. Based on community input as well as staff and consultant expertise, a framework of goals and guiding principles is identified to support this aspiration and provide direction for Plan implementation. Plan goals highlight the importance of quality input and participation from diverse community members; BART's commitment to consistent, relevant and clear communication; and the organization's critical role as a community partner. The guiding principles define a need for public participation that is flexible, inclusive, respectful, tailored to

local and cultural preferences, clear and focused, proactive and timely, trustworthy, transparent, authentic and responsive.

Public participation program design factors critical to determining appropriate participation methods relate to the scale of a plan or project (region-wide, county or neighborhood level), the level of potential impact and the cost of a potential decision for BART, taxpayers and customers. In designing public participation programs around transportation decisions such as major service changes, fare changes or construction projects, the PPP recommends a two-pronged approach using both methods that have regional reach and methods tailored to achieve participation from specific geographic areas and traditionally under-represented communities.

BART will be most successful reaching out to low-income, minority and LEP populations by using a variety of methods to provide information, invite participation and seek input. As recommended by BART service area community members, the menu of PPP public participation methods includes: printed materials, produced by BART and by other organizations; BART website and social networking activities; community meetings; postcards and letters distributed by mail; station information resources; media targeted to ethnic communities; coordination with community events; and collaboration with other agencies. Different types of meetings (such as government meetings, or regular meetings of civic and community organizations) provide critical opportunities for BART to provide updates on its policies, projects, programs and activities, and may also offer opportunities to solicit public input.

Community members expressed a variety of preferences for community meeting formats, from large group discussions and self-paced venues to one-on-one interviews. Meeting formats should be tailored to achieve specific public participation goals, such as sharing information, answering questions, establishing priorities or reaching consensus, and tailored to encourage effective participation from minority, low-income and LEP populations.

Community members emphasized the importance of accountability during the PPP process. While BART currently tracks certain types of information about the reach of its participation methods, additional measurements are needed to determine if PPP public participation goals are being met. BART is committed to monitoring and tracking its public participation activities and sharing results in a transparent way.



## **I. INTRODUCTION**

### **Purpose of the Public Participation Plan**

In accordance with Title VI of the Civil Rights Act 1964, Executive Orders 12898 and 13166 and related authority, the DOT Order on Environmental Justice and Federal Transit Administration (FTA) Circular 4702.1A, the San Francisco Bay Area Rapid Transit District (BART) has developed this Public Participation Plan (PPP) to guide public involvement efforts and improve access to BART's transportation decision making process by low-income, minority and Limited English Proficiency (LEP) populations.

The PPP describes the overall goals, guiding principles and methods that BART will use to reach out to low-income, minority and LEP populations. The PPP aims to offer early, continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at BART. The PPP is not a static document. It is intended as a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. BART will continue to modify its public participation activities over time based on feedback and direction provided by community members and by evaluating specific performance measurements for public participation.

### **San Francisco Bay Area Rapid Transit District (BART)**

The San Francisco Bay Area Rapid Transit District (BART) is a rapid transit system that travels through 26 cities in San Francisco, San Mateo, Alameda and Contra Costa counties. BART has 104 miles of track, 43 stations and an average weekday ridership of 360,000 passengers. During peak transbay commute hours, more than 50,000 people ride BART. BART provides discounted fares for seniors, persons with disabilities, students and qualified educational groups. Children ages 4 and under ride free.

BART opened in September 1972 and is operated by the San Francisco Bay Area Rapid Transit District, which is governed by a directly-elected nine member Board of Directors serving four year terms. The District includes three counties: Alameda, Contra Costa and San Francisco. San Mateo County is served by six BART stations but is not represented by a member on the BART Board of Directors.

### **Process to Develop the Public Participation Plan**

BART conducted the following process for developing the PPP. Between March 31, 2010 and April 21, 2010, BART hosted 22 community meetings throughout the BART service area (consisting of San Francisco, Alameda, Contra Costa and San Mateo) to reach residents from low-income, minority and LEP populations. Low-income, minority and Limited English Proficient (LEP) are defined as follows:

- **Low income:** A person whose median household income is at or below the Department of Health and Human Services poverty guidelines.
- **Minority:** American Indian and Alaska Native (origins in any of the original peoples of North and South America - including Central America and who maintain tribal affiliation or community attachment), Asian (origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent), Black or African American (origins in any of the Black racial groups of Africa), Hispanic or Latino (persons of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture or origin, regardless of race), Native Hawaiian or Other Pacific Islander (people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands).
- **Limited English Proficient (LEP):** Persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. Definition includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

The purpose of the meetings was to determine how BART could best provide information and receive public input on transportation issues. Based on the feedback received, BART developed a draft PPP which was mailed to all participants who provided their addresses on the sign-in sheets at the community meetings. The Plan was sent to participants in their preferred language, as indicated on the sign-in sheets. The draft PPP was also provided in Braille to participants with visual impairments. The draft was also distributed to CBOs and posted on BART's website. A printed comment form was included with the draft PPP.

BART also conducted a second round of meetings to discuss the draft PPP at 7 community meetings held during the first three weeks of May. This PPP incorporates the feedback and suggestions received during the community meetings, comments received through the website, written comment forms, letters and verbal comments expressed during the BART Board of Directors Meeting held on May 13, 2010.

### ***Target Audience Identification***

BART determined geographical areas where meetings would be held through a mapping analysis of Bay Area communities based on income and race. Using the results of the mapping, BART identified and contacted community-based organizations (CBOs) located in these areas to determine their interest in assisting BART with reaching out to these residents. The CBOs BART contacted serve a broad range of community interests, including: civic groups; business organizations; service providers for children, youth, families and persons with disabilities; schools providing English as a Second Language programs; churches and faith-based organizations; senior centers; community centers; and many others.

### *Community-Based Organizations*

Many organizations were receptive to BART's request for assistance and BART staff worked closely with the CBOs to schedule and conduct outreach for the meetings. The CBOs assisted BART with selecting meeting venues, recommending languages for translation and interpretive services, providing refreshments and childcare assistance, and helping to publicize the meeting and recruit participants. BART arranged and supplied staff support, interpreters, meeting materials, supplies and equipment for all of the meetings.

### *Notification Methods \**

- CBO Newsletters
- CBO Mailing Lists
- Direct Mail
- Radio Announcements
- Ethnic Media
- Paid Advertisement
- Flyer Distribution at BART Stations
- Flyer Distribution on BART Car Seats

\* See appendix for CBOs contacted to date. The list will be updated continuously as additional CBOs are identified.

### *Translation Services*

Translated materials and interpretive services were available for every meeting in the following languages: Spanish, Chinese, Tagalog, Russian, Korean and Vietnamese. In response to community requests for additional languages, translated materials and interpretive services were also provided in Laotian, Cambodian, Portuguese and Braille. Written comments received in these languages were translated after the meetings and were included in the comments database (included as an appendix to the PPP Development Summary Report). This document will be translated into all languages listed above and distributed to CBOs and participants.

### *Public Participation Survey*

In addition to conducting community meetings, BART distributed a public participation survey at the community meetings and to CBOs in each of the identified ten languages. The survey was also posted on the BART website ([www.bart.gov](http://www.bart.gov)). BART received more than 1,350 responses to the survey. The survey queried participants on their preferences for elements of BART's future public participation processes, including:

- The importance of various factors in determining whether they would attend a meeting;
- The best methods for helping them express their views on specific issues at meetings;

- How likely they would be to use suggested non-meeting methods to express their views on BART-related issues;
- What types of community-based organizations they participate in;
- The best way to keep them informed of BART's actions after meetings; and
- The demographic characteristics of survey respondents.

### *Future Public Participation*

The contacts and relationships established through the meeting planning process helped to expand and renew some of the partnerships BART had in place and provide a good foundation to implement the PPP over time. After each meeting, BART immediately followed up on recommendations from these CBOs and will continue to participate in local meetings hosted or recommended by these organizations.

The PPP reflects participant opinions and preferences for how BART should invite, listen to and respond to all residents when making decisions that will affect them. The PPP identifies a menu of public participation activities to consult in the future as BART needs to communicate with the public and seek feedback. The plan and menu of methods was developed based on a review and analysis of comments expressed orally during the 29 community meetings, more than 750 written comments submitted on comment cards or evaluation forms and expressed during the meetings, and the results of more than 1,350 surveys. Comments received in languages other than English were translated and included in the data that was reviewed.

### *Summary Results*

Given the volume of feedback received, the detailed results and specific comments will be presented in a separate PPP Development Summary Report that fully documents the process. The PPP Development Summary Report includes, as an appendix, the database with all written comments provided by the participants. This document will be available on the BART website ([www.bart.gov](http://www.bart.gov)), as well as at CBOs and public libraries. The detailed information provided in the PPP Development Summary Report will be used by staff in every major department at BART to guide follow-up efforts and future outreach activities.

Many of the meetings yielded specific details that can support future public participation activities. For example, at some meetings, community members identified lists of potential meeting venues in the vicinity suitable for future meetings. They also identified CBOs who can partner with BART. These details and other practical information are included in the PPP Development Summary Report.

As recommended by community members, BART reviewed public participation plans from regional and statewide transit systems throughout the United States to identify best public participation practices that may be transferrable to this region.

This PPP is generally consistent in format and level of detail with other plans reviewed during the drafting of this document.

### ***Consultant Support to Develop the PPP***

BART hired a consulting firm, MIG, Inc., to assist with the development of the PPP. MIG is a planning, design and communications firm based in Berkeley, California. MIG has more than 25 years' experience specializing in collaborative processes, stakeholder outreach and participation, facilitation and community involvement, with extensive experience assisting transportation agencies throughout the state with public participation programs. During development of the Plan, MIG staff served as neutral, third-party facilitators and recorded comments expressed at the community meetings. MIG also transcribed and compiled the comments submitted in writing, tallied the meeting evaluation responses and transcribed participant contact information from the meeting sign-in sheets. Comments were tracked by meeting location, source and language. MIG provided an objective review of the findings from the meetings, comment cards and surveys; these findings and analysis were used to develop this PPP. MIG has compiled a PPP Development Summary Report on the Plan development outreach process, which includes the following appendices: a database of all public comments submitted; a tally and analysis of meeting evaluation responses; and a tally and analysis of survey responses.

### **Definitions**

To ensure consistent use of terminology in the PPP, the following definitions are provided.

- ***Community Partners:*** Any organization or group that desires to work with BART to help facilitate participation by their members in a BART-sponsored participation program activity. Community partners are also stakeholders and play a critical role in helping to reach target audiences.
- ***Outreach Activities:*** Activities that identify and invite target audiences and stakeholders to participate in a public participation opportunity.
- ***Public Information:*** A one-way communication from BART to the public with the goal of providing clear and objective information about a policy, project, program or activity.
- ***Public Input:*** Participation activities that seek community feedback on a policy, project, program or activity. A response is required from the public.
- ***Public Participation:*** Any process that seeks to inform, collect input from or involve the public in decision-making processes. Public participation is an umbrella term that describes activities including: public information,

- *Public Participation Plan (PPP)*: A tailored plan that describes how BART will undertake public involvement, information, education, participation and/or outreach activities.
- *Public Participation Program*: A specific program of participation activities tailored to meet the participation needs and preferences of a specific geographic area or cultural group. The public participation program is informed by BART's overall PPP, as defined above, but is adapted for that geographic area, specific group and/or issue at hand.
- *Public Relations*: The dissemination of information to the media and the public with an emphasis on the promotion of a particular policy, program, project or activity.
- *Target Audience and Participants*: Low income, minority and Limited English Proficiency (LEP) populations.

## **II. GOALS AND GUIDING PRINCIPLES**

### **Goals**

The Public Participation Plan endeavors to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions at BART. In particular, pursuant to DOT Guidelines, BART will seek out and consider the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities under the Plan. Specific goals and outcomes include:

- **Quality Input and Participation**  
Comments received by BART are useful, relevant and constructive, contributing to better plans, projects, programs and decisions.
- **Consistent Commitment**  
BART communicates regularly, develops trust with communities and builds community capacity to provide public input.
- **Diversity**  
Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with limited English proficiency.
- **Accessibility**  
Every effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically and culturally accessible.
- **Relevance**  
Issues are framed in such a way that the significance and potential affect is understood by participants.
- **Participant Satisfaction**  
People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Clarity in Potential for Influence**  
The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- **Partnerships**  
BART develops and maintains partnerships with communities through the activities described in the PPP.



## Guiding Principles

PPP implementation will be based on the following principles:

- **Flexible**  
The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusive**  
BART will proactively reach out and engage low-income, minority and LEP populations from the BART service area so these groups will have an opportunity to participate.
- **Respectful**  
All feedback received will be given careful and respectful consideration.
- **Tailored**  
BART's public participation activities will be tailored to match local and cultural preferences as much as possible.
- **Proactive and Timely**  
Participation activities will allow for early involvement and be ongoing and proactive so participants can influence BART's decisions.
- **Clear, Focused and Understandable**  
Activities will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- **Trustworthy**  
Information provided will be accurate and trustworthy.
- **Responsive**  
BART will strive to respond and incorporate appropriate public comments into transportation decisions.
- **Transparent in Impact**  
BART will communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.
- **Authentic and Meaningful**  
BART will support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

### **III. PUBLIC PARTICIPATION PROGRAM DESIGN FACTORS**

#### **Introduction**

The following factors will guide BART in designing an appropriate public participation program and determining which methods should be employed in relation to transportation decisions which include major service changes, fare changes or construction projects. Programs should be scaled in intensity, duration, number and frequency of methods used, with consideration of the following:

- Scale of plan or project (region-wide, county level, neighborhood level)
- Level of potential impact
- Cost of potential decision for BART, taxpayers and customers

The PPP includes both methods that have a regional reach and methods tailored to achieve participation from specific geographic areas or communities. Feedback received through the PPP development process indicates this two-tiered approach will be required to achieve the overall goals of this PPP.

This two-tiered approach is specified in FTA's Circular 4702.1A. FTA guidelines provide BART "wide latitude to determine how, when, and how often specific public involvement measures should take place, and what specific measures are most appropriate. Recipients [of federal funds] should make these determinations based on the composition of the population affected by the recipient's action, the type of public involvement process planned by the recipient, and the resources available to the agency.

#### **Targeted Public Participation Activities**

BART is responsible for keeping low-income, minority and LEP populations well-informed and providing opportunities for them to comment. The public participation methods selected are usually designed to reach the broadest audience, but feedback received through development of this plan indicates the methods may not be reaching the specific communities covered by this plan. The methods currently conducted by BART (see page 25) should be continued, but augmented by additional, geographically targeted methods and practices, as below.

To reach low-income, minority and LEP communities within BART's service area, a geographically focused public participation program will be needed to achieve the participation outcomes described in this plan. The public participation program will identify specific methods recommended by community members from a specific area or cultural group. BART staff will work with community partners and stakeholders to identify the most effective methods to support participation within that area. For example, during the PPP development process, participants

suggested specific meeting locations, meeting times, community-based organizations and media outlets that work best in their particular area.

Participants in public outreach activities suggested a number of public participation methods other than traditional community meetings, such as: walking tours of specific stations conducted by BART Directors or BART staff; development of a "roadshow" with representatives staffing tables at community events and locations such as malls, local supermarkets and BART parking lots; making suggestion boxes or comment cards, surveys on kiosks, or even a BART representative available at stations; and sending representatives to city council and other regularly-scheduled community governmental meetings on a regular basis.

BART staff and community partners will set participation objectives in advance of each activity to help determine the effectiveness of the selected methods. The public participation program should be adjusted as needed to achieve overall PPP goals and outcomes.

The public participation program for a specific geographic area should take into account:

#### *Community Advisory Committee on Title VI Compliance*

Several community groups and individuals recommended that BART develop a local advisory group to provide advice on public participation activities. For example, transportation advocates and participants at the community meeting in West Oakland recommended that BART convene a community advisory committee composed of members from all station communities and transit advocates. Transportation advocates also reiterated this request in a written comment letter, in public testimony at the BART Board meeting on May 13, 2010 and in a follow-up meeting with BART staff.

The community advisory committee they described would report directly to the BART Board and participate accordingly in BART Board meetings. The Board would keep the committee informed as to how their input, given as representatives of the public, factored into the final decision by the BART Board.

Community members from the San Francisco Bayview neighborhood expressed interest in the development of a neighborhood advisory group that included community members and group representatives who have the relationships and capabilities to reach community members.

BART believes the creation of a Title VI Community Advisory Committee (CAC) has significant merit and will fully examine and consider elements to ensure a successful CAC. Currently, due to the economic climate of limited resources and capacity, BART has a financial budget to support two community advisory groups: the

Business Advisory Committee for the Disadvantaged Business Enterprise (DBE) Program and the Citizen Oversight Committee of the BART Police Department. BART staff is committed to looking for staff resources to sustain a successful CAC in the future. The CAC will need to be highly diverse and reflective of the different low-income, minority and LEP communities within BART's service area, while still being a manageable size. BART would seek to develop a group of active representatives who are solution-oriented and can provide advice on how BART can best engage with and respond to feedback from the community. It is anticipated that committee members would play an active role in soliciting feedback from the constituents they represent. The committee could be designed to extend the community's voice and provide additional communications with BART Directors.

### *Partnerships with Community-Based Organizations (CBOs)*

During the development of this PPP, BART reached out to more than 300 CBOs to seek their participation and to help recruit community member participation in the development of the PPP. A list of the CBOs contacted is included as Attachment A to this Plan. Most CBOs are well-connected to their local community and can help attract participation in BART public participation activities. BART has found in the past, and especially in the PPP development process, that strong partnerships result in more participation, better meeting locations and better meetings overall. The CBOs provide a bridge between BART and the community, which helps to build and deepen trust. For example, the Lao Family Development Center in central East Oakland hosted a meeting with BART and their locally-elected representative from the BART Board. Due to the Center's outreach, over 200 of their members participated in a community meeting. The leadership of several other CBOs committed to continue to work with BART on future transportation decisions.

CBOs that serve persons from multi-lingual/multi-cultural groups have been very helpful in hosting activities that ensure participation by persons with limited English proficiency. Activities at these locations can be both targeted and open to the public depending on the engagement method. For example, a focus group format could be used to get input from participants with specific needs or a large community meeting, open to all participants, could be hosted at that location. The Native American Intertribal Friendship House located in Oakland is an example of one such location. The CBO may also have meeting space suitable for the activity.

### *Participation by BART Directors*

Community members expressed a desire to see their local BART Directors taking a more active role in all public participation activities. Community members also asked for a report of BART Director activities in their Districts as a part of each Board meeting.

Some participants expressed concern about their lack of ability to communicate directly with BART Directors. Currently, calls and emails to a Director all go to one

centralized phone number and email address. Some participants expressed a desire to reach their elected representative directly, similar to the way they can reach their supervisor or council person. BART staff will work with the Directors to enhance direct communication.

BART Directors will continue their efforts to attend as many public participation activities as possible and be available to communicate with residents in the communities targeted by the PPP. Directors will continue to work with BART staff to stay well-informed of local activities and coordinate scheduling to facilitate their participation. Community members want BART Directors to be kept fully informed of the results of public participation activities. BART staff will summarize the issues discussed and the results of public participation activities and share the information with the BART Board and the public.

### *Public Participation at BART Board Meetings*

Community members familiar with the meeting process and schedule for Board of Directors meetings commented that BART's current public participation rules for the Board meetings focus on how the Board of Directors or Standing Committee receives public comment. Currently, to comment at a Board meeting, a participant must complete and submit a speaker card. Individuals are then called on in the order the speaker cards were received and are allowed to speak for a limited amount of time, usually 2-3 minutes maximum.

BART will continue its current public participation rules which help the Board manage the high level of participation that often occurs at BART meetings.

### *Contact Database*

A database containing contact information for over 1,000 individuals and over 300 CBOs was created from outreach and sign-in sheets at community workshops held during March, April and May 2010 and will continue to be updated as public participation activities continue. In addition to contact information, the database also tracks individuals' preferred languages and the specific communities served by each CBO. BART will use this database to ensure that notice of public participation events is received in a timely manner by as many interested parties as possible.

### *Local Media*

Based on the suggestion of community participants, BART will continue and expand advertising and outreach to local and ethnic media sources, including TV public service announcements, radio, print and web-based outlets. (Many specific media outlet suggestions are compiled in the PPP Development Summary Report, and will be used by BART at this level of detail for future participation programs.) Community participants recommended a number of free and low cost weekly newspapers published in English or other languages that are important sources of

local events. BART will post information in the events listings or purchase paid advertising depending on the activity being publicized.

### *Notices and Flyers*

Posters and flyers will be posted in popular gathering areas, local bulletin boards, storefront windows (with permission) and other high traffic areas to encourage community participation. Community members recommended locations such as the bulletin board at local branch libraries, YMCAs, supermarkets and coffee shops. BART will work with community partners to distribute copies of the notices and flyers. (Many specific location suggestions are compiled in the PPP Development Summary Report, and will be used by BART at this level of detail for future participation programs). Staff will notify minority and low-income people and people with limited English proficiency about comment opportunities. Notices will describe how to request translation and interpretive services.

### *Coordination with Local Schools*

BART may be able to reach parents of school children by coordinating with local schools. Notices and flyers can be provided to the school, with students taking the notices home to their parents. BART will provide translated materials as recommended by school officials. BART will need to provide the copies to the schools and the schools will assist with distribution. Community members who were parents or guardians of school-age children identified this as an effective method for getting information to them.

### *Local Service Providers' Communications*

Local service providers regularly communicate with community members through their newsletters to provide information about local services and activities of interest. Some of the service providers identified by community members included: emergency food and housing centers, daytime drop-in service providers, food banks, travelers aid groups, veterans organizations and drop-in service providers. A number of health organizations and clinics were identified, such as Healthy Oakland and Tiburcio Vasques Health Centers. Ethnic community organizations such as Lao Seri Association-Laotian Community Services and La Raza were also suggested.

Local service providers, such as the Housing Authority or health agencies, communicate regularly with the community they serve through rent notices or other monthly mailings. BART staff can coordinate with these agencies to provide information about BART participation activities for inclusion in these mailings.

### *Scheduling*

BART staff can coordinate the scheduling of community meetings with community partners to minimize conflicts. However, some scheduling conflicts may be unavoidable when a public participation activity is urgent or linked to a time-sensitive topic.

### *Meeting Locations*

BART can host meetings in a variety of venues recommended by community members. Community members identified locations specific to their area including the local branch libraries, YMCA, local school or community college, churches and many others. It is important that meetings are held in different venues since it is unlikely that no one location is ideal for all community members. Community partners should be reminded that regardless of the popularity or convenience of a venue, BART is required to conduct all public participation activities in locations that are fully accessible to persons with disabilities and, preferably, the venues should be served by public transit.

### *Meeting Times*

Public participation activities can be scheduled at varying times of day and on different days of the week. Survey data indicates that the majority of community members prefer meetings to be held on weekends. Weeknights after traditional work hours are also acceptable. Fewer community members can participate during the work day; however, seniors are more likely to attend daytime activities scheduled during the week.

### *Refreshments*

Depending on the length and timing of the meeting, refreshments should be provided.

### *Translation and Interpretive Services*

Each community has different language translation and interpretation needs. BART staff will work with CBOs to identify the specific language services that community members may expect to be provided. BART materials can be translated into requested languages and interpretive services provided as needed or requested. To accommodate these requests, BART will need to receive requests for translation and interpretive services at least 72 hours in advance.

### *Childcare*

Many adults with childcare responsibilities can only participate if childcare is provided. Childcare services can be available on-site and provided by a community partner staff or volunteers who are screened to work with youth and have appropriate training. Bi-lingual childcare providers may also be needed, depending on community interpretation needs. BART will need to receive requests for childcare at least 72 hours in advance.

### *Topics of Ongoing Interest to Community Members*

The following topics were raised at almost every community meeting held to develop the PPP. Regardless of the meeting agenda, BART is likely to continue to receive comments or questions about these topics. Given this high level of interest,



BART staff and Directors should regularly provide information about these topics at all public participation activities.

#### **BART Employment and Job Opportunities**

Community members expressed interest in regular updates on potential employment opportunities with BART. Their interest included potential job opportunities with BART and with businesses that have been awarded contracts with BART for construction and professional services. Some participants were aware that many contracts were funded with federal monies and were subject to the Disadvantaged Business Enterprise (DBE) requirements set forth in 49 CFR Part 26. Community members also expressed interest in being kept informed about internships and career development opportunities for youth and young adults. BART staff should be prepared to provide regular updates or have information available on this topic at public participation activities. For example, a hand-out translated into several languages could be provided that describes where community members can get this information online, by phone or in-person.

#### **Discounted Fares for Seniors, Youth and Educational Groups**

While BART has established programs to provide discounted fares to seniors, youth and educational groups, many community members do not know how to receive these discounts. BART should routinely remind community members of the availability of fare discounts and provide specific directions on how they can be received.

Along with the consideration of these factors, the public participation program for the geographic region will include community recommended methods drawn from the menu of public participation methods described in the following section.

### **Public Participation Program Example**

During the review process, community members expressed requests for a more specific public participation program for their community or neighborhood. Given that most issues and topics will require a tailored approach depending on the scale, cost or impact of the decision, the following example is provided to demonstrate the level of specificity BART should provide when developing a Public Participation Program at the community level.

#### ***PPP Program Example***

This example could be adapted for a variety of scenarios such as a construction project, service change or fare increase.

The PPP Program for the example activity would be robust and communicated broadly throughout the BART service area. BART would use its ongoing tools, which are well-established and reach a wide audience. There would also be significant

public participation activity focused in the different communities, especially those most impacted by BART's proposal.

At the community level, BART would take the following steps to implement a geographically focused public participation program:

- 1) BART would, as early as possible, work with CBOs and Title VI Community Advisory Group (when established) to present the topic and get input into the draft public participation program. BART and its community advisors would identify the best way to publicize the public participation activities, select meeting dates and venues, and determine translation needs. The community advisors can help BART avoid potential scheduling conflicts and take advantage of existing events where they can easily reach a significant number of community members.
- 2) BART would clearly explain the desired outcomes for the different public participation activities such as sharing information, collecting input and setting community priorities.
- 3) BART and its community advisors would then identify the recommended participation methods to achieve these outcomes. For example, a CBO may recommend a meeting format that allows small group discussion so that participants have an opportunity to discuss and understand the information being presented. For a construction project, BART might host some on-site informational tours to help community members better understand the impact the project would have on their immediate neighborhood.
- 4) Once the outreach and participation methods are confirmed, BART would work to publicize the activities, identify performance measurements and set targets for participation from the area.
- 5) BART would ensure that flyers, notices and other outreach methods clearly describe the issue and purpose of the meeting or public participation activity.
- 6) BART would identify a specific number and sequence of public participation activities and clearly communicate how the public input would be used by BART decision makers.
- 7) BART would continue to review the participation goals established at the beginning of PPP program development and monitor progress and performance.
- 8) BART staff and Board would regularly update the community on the status of the issue and identify additional opportunities for community input.
- 9) BART staff and Board would make sure the community is aware of key decision making activities, such as Board meetings, where action would be taken, so community members can see how the decision was made.
- 10) BART staff and Board would communicate the results back to the community.

## **IV. PUBLIC PARTICIPATION METHODS**

### **Introduction**

BART will be most successful reaching out to low-income, minority and LEP populations if it uses a variety of methods to provide information, invite participation and seek input. BART will select the most appropriate and feasible methods to support each public participation activity from the following list of methods suggested by participants in the process of developing this PPP. A list of BART's ongoing public participation methods appears on page 25.

### **Menu of Public Participation Methods**

The PPP includes the following menu of methods as recommended by community members. BART can continue to update and add to this menu as new methods are identified by the community or become available through new technological features and applications.

Recommended methods include those used to inform (Public Information), reach out and invite participation (Outreach), and those to seek input (Public Input). Since some methods help achieve multiple participation goals, BART has identified how the method is best used for information, outreach or input for the communities covered by this Plan. The methods are not listed in priority order.

#### ***Printed materials produced by BART***

##### ***(Public information and outreach)***

Participation activities can be publicized in print materials produced by BART such as newsletters, flyers and posters. Newsletters are likely to provide more content and serve as an information source. Posters are designed to publicize activities and highlight key information such as the date, time and location of the activity. Print materials can be produced in multiple languages to ensure inclusivity.

These materials can be distributed system wide or in targeted areas. They can also be available at BART stations, as passenger bulletins at turnstiles and notices placed on train seats. Print materials can also be produced in a format suitable for electronic distribution through BART's website and email communications.

#### ***Printed Materials Produced by Other Organizations***

##### ***(Public information and outreach)***

By coordinating with community partners, BART can cost-effectively extend its reach and help partner organizations provide information that is of interest to the groups they represent. Participation activities can be publicized in local and regional community newsletters, flyers and other publications. BART should provide text and, as appropriate, photos or maps that an organization can adapt for inclusion in its own publications. If needed, BART should provide translated text. BART should

maintain communications with community partners so it is aware of publications schedules and key communication activities. As stated earlier, BART was able to reach more than 300 CBOs during the development of the PPP. Some CBOs were specifically suggested by community members. A sampling of these is provided to indicate the range and variety of those suggested. These include: Building Opportunities for Self-Sufficiency (BOSS), Center for Elder Independence, Center for Independent Living, Coleman Advocates for Youth and Children, Henry Robinson Center, Monument Community Partnership, YMCA, Howie Harp Multi-Services Center, and numerous churches and faith-based groups.

### ***BART Website and Social Networking Activities***

*(Public information, outreach and public input)*

The BART website, [www.bart.gov](http://www.bart.gov), is a robust communications tool that provides substantial information about BART policies, programs, plans and activities. BART also uses social networking applications such as Facebook and Twitter.

The BART website can be used to conduct surveys and polls, and as such, it can be a wide reaching tool to collect public input. Along with documents and maps, the website also can host video and podcasts that can provide substantial public information. Outreach materials, when possible, should include the BART website address. BART will continue to update its website and add features as new technology and web-based communications become available. BART can also make information available in multiple languages to ensure inclusivity.

Participation activities can be publicized using web-based social networking applications. Many users access these features so they can receive up-to-the-minute information about service and schedule changes via text and email messages. Community members can keep informed by becoming a fan of BART's Facebook page or signing up to receive communications via Twitter. These features allow users to receive regular communications from BART through a cell phone or smart phone application. BART can increase the use of these established methods to share information and publicize participation activities.

Many community members are not aware of the volume of information available on the BART website. The following is a summary of information and web-related features available on the BART website at [www.bart.gov](http://www.bart.gov).

- **Trip Planning:** Information to plan trips on BART, including transfer directions and connecting with other public transit services.
- **Real Time Arrivals:** Find when the next train is coming in real time.
- **Service Advisories:** Find out when there are service delays.
- **Mobile web and mobile apps:** BART has a number of mobile web services including: trip planning, real time arrivals, service advisories, news and maps.

- **Email and SMS Alerts:** Users can sign up to receive delay advisories, elevator updates, BART news and other topics via email or SMS.
- **Board of Directors:** Users can access information about BART Board members, review meeting agendas and minutes and watch video of BART Board meetings live-streamed and on-demand.
- **Business Opportunities and Employment:** Users can learn about BART's contracting and procurement activities and available employment opportunities.
- **Title VI:** BART will continue to provide updates on its outreach activities to low-income, minority and Limited English Proficiency populations.
- **Alternate Languages:** The website contains basic information in seven languages by accessing a link at the bottom of every page.
- **Blog/ Twitter/ Facebook:** Users can join community conversations at <http://bart.gov.blog>, <http://facebook.com/bartsf>, or <http://twitter.com/sfbart>.

Since not all community members have convenient access to the internet, BART should ensure that information and participation activities available on the website are available in alternative locations and formats so that users without access to or who prefer not to use the internet can participate.

### ***Webcast Meetings***

*(Public information, outreach and public input)*

BART, in venues with high-speed web-access, can webcast meetings and public participation activities to allow remote viewing and participation. Informational materials and videos can be posted online for advance review. Webcast meetings may include opportunities for web participants to ask questions or make comments through email or other web-based applications. BART currently webcasts BART Board meetings in English and is exploring the webcasting of meetings in multiple languages.

### ***Postcards and Letters Distributed by Mail***

*(Public information and outreach)*

Participation activities can be publicized by letter or postcard distributed by mail. While it is costly for BART to contact all interested persons by mail (regardless of their communications preference), it can be the most effective method for reaching a specific geographic area or population group.

For example, sending a postcard in English and additional languages to promote a participation activity may be an effective and cost efficient manner to reach members of a specific community who may be directly impacted by a specific activity.

## *Station Information Resources*

### *(Public information and outreach)*

Many community members expect BART stations to provide information about BART activities, beyond basic fare and schedule information. Using station information resources allows BART users to stay up to date on BART activities while they wait for their train. Providing this information in multiple languages assists those with limited English proficiency.

Information resources located in BART stations that are used to communicate schedule and service information can be used to conduct outreach. The Destination Sign System (also referred to by community members as electronic information signs) can provide important information combined with train and other community announcements. BART newsletters, bulletin boards, information kiosks and other information stations should also be used to promote participation opportunities.

## *Media Targeted to Ethnic Communities*

### *(Public information and outreach)*

Participation opportunities can be publicized through radio, television and newspapers that serve both English speaking and language-specific audiences. Some local news or radio shows may be willing to help BART promote its activities. Some publications, such as free neighborhood weekly papers, are considered to be the best source of information and events in the immediate area. BART should tailor its message to the appropriate audience and remind participants that they can contact BART and receive information in their preferred language.

BART should continue outreach to numerous media outlets in the Bay Area that are targeted or appeal to ethnic communities, including: print and online publications such as El Mensajero, El Observador, El Bohemio News, El Reportero, Asian Week, Sing Tao Daily Newspaper, Mo Magazine, NichiBei Times, Cali Today and the Oakland Post; radio stations such as 1600 AM Radio Chinese; and TV stations such as Channel 2G (Chinese TV), Access San Francisco/Cable Channel 29 and BET.

## *Coordination with Community Events*

### *(Public information, outreach and public input)*

In cooperation with community organizations, BART should continue its current practice of hosting information tables that provide materials about BART service and outreach activities at community events and activities. These activities can range in scale from large city-wide events to localized activities. Most community events can help BART reach specific audiences such as seniors, youth, families with children, commuters and others. BART may need a representative or assistance from a bi-lingual community partner to ensure participants can get information in the language they need.

Along with providing information, BART should let participants know how they can stay informed about BART activities, both from BART and partner organizations. Several communication methods should be suggested so the participants can select their preferred method. For example, some participants may not be comfortable in a large group meeting, but they may prefer to complete a written survey, participate in a walking tour or get their questions answered in their preferred language through a telephone information line.

### **Coordination with Other Agencies**

*(Public information and outreach)*

BART will develop partnerships with agencies, such as public housing authority and social service providers, that regularly communicate with local residents. BART will work with these partners to provide information about public participation opportunities included in notices and regular mailings sent by these agencies.

### **Government Meetings**

*(Public information and outreach)*

BART can continue to provide updates on its plans and projects to federal, state and local elected officials through regularly scheduled civic meetings. BART regularly sends letters and emails that summarize decisions and potential decisions. BART will need to contact these entities in advance to ensure they are on the agenda and that any helpful information can be included in the meeting packet.

The description above applies to public information and outreach activities. It should be noted that elected Boards have specific legal notification and information sharing requirements when making decisions or providing input on BART-related activities in their community.

### **Regular Meetings of Civic and Community Organizations**

*(Public information, outreach and public input)*

BART can provide updates on its policies, projects, programs and activities by participating periodically in scheduled meetings of local civic and community organizations. These gatherings provide an opportunity to make a presentation and answer questions. Depending on the agenda and meeting format, BART may be able to solicit public input at these meetings as well.

### **Community Meetings**

*(Public information, outreach and public input)*

Community members have a variety of preferences for public input opportunities at public meetings. Meeting formats should be tailored to help achieve specific public participation goals. Some meetings are designed to share information and answer questions. Others are designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation.



For all meetings, the venue should be a facility that is fully accessible for persons with disabilities and, preferably, is served by public transit. The meeting venue should be in a location that is familiar and comfortable for its target audience. If a series of meetings are scheduled on a topic, BART may consider different meeting locations, since no one location is usually convenient to all participants.

## **Community Meeting Formats**

### **Open House**

*(Public information, outreach and public input)*

This format provides opportunities for participants to receive information at their own pace by visiting a series of information stations that may include table top displays, maps, photographs, visualizations and other tools. Individual questions are responded to by staff and technical experts. Some open houses include a short educational presentation and comment period at a designated time. Participants are often given comment cards so they can provide written comments. Staff may be assigned to take verbal comments and transcribe them to provide a written record.

The Open House Format can be effective when BART is seeking to introduce a new concept or when a lengthy process has been finalized and BART is sharing the final results.

### **Workshops**

*(Public information, outreach and public input)*

Workshops feature an educational presentation designed to orient participants to the issue being discussed. Workshops often include break-out or discussion groups, where participants have the opportunity to discuss topics in small groups. Participants can share their feedback orally during the small group discussion and in writing on comment cards.

Workshops include the use of tools that promote interaction and may include: electronic or show-of-hands polling, mapping exercises, discussion questions, priority setting activities and other techniques to promote dialogue and discussion.

### **Large Group Discussion**

*(Public information, outreach and public input)*

These meetings are usually focused on a specific topic and feature an informational presentation followed by a comment period. The comment period can be formal or informal depending on the number of participants and the meeting venue. Individual comments are often limited to 2-3 minutes, especially when there are a large number of people wanting to comment.

This format can also include some interactive techniques suitable for a large group such as electronic or show of hands polling or short questionnaires or surveys.

## **Special Events**

*(Public information, outreach and public input)*

BART can develop special events to announce, highlight or kick-off its outreach about a policy, program, project or activity. Events can be region-wide or focus on a specific station or geographic area. Along with providing information and/or collecting input, the events should include something interactive and/or entertaining to attract participation.

## **Walking Tours and On-Site Meetings**

*(Public information, outreach and public input)*

BART can host walking tours and on-site meetings specific to locations that interest the public, in order to highlight an initiative, project or facility. Walking tours can be primarily educational and BART may ask participants to complete a survey or questionnaire during or after the tour. Walking tours may be helpful in helping BART collect community opinion on issues such as station improvements and proposed extensions. BART can work with a community partners to host language specific meetings. For example; meetings can be held for specific populations in Spanish-only, Vietnamese-only, etc.

## **Focus Groups**

*(Public information, outreach and public input)*

Many participants expressed discomfort with large meeting formats. BART will continue to host discussion groups held with small targeted groups of participants. Focus groups can provide in-depth information about projects, plans or issues that may impact a specific group or community. These groups can be both formal and informal and can be conducted in a specific language. BART will proactively include Title VI communities.

## **Key Person Interviews**

*(Public information, outreach and public input)*

BART staff and Directors will continue to meet individually with community leaders and stakeholders to exchange information and gain early insight into upcoming outreach and engagement activities. BART will specifically include those groups protected by Title VI. Interviewees are asked the same set of questions to allow BART to compare responses and identify key themes and issues. BART may contact interviewees throughout the span of a project or activity to keep them engaged in the public participation process.

## **Surveys**

*(Public information, outreach and public input)*

BART may conduct surveys in print, by telephone and online to collect public opinion on specific topics or issues. Web surveys provide could general qualitative data, since it is difficult to control who responds. Print surveys can also provide

substantial information, but response rates are typically low. Depending on the data being collected, BART should consider methodologies that provide statistically valid data when possible.

### *Telephone Information and Comment Line*

*(Public information, outreach and public input)*

All BART Station Agents, BART Police and Call Center Operators have access to Language Line Services (LLS), which is an over-the-phone language interpretation service.

The Service allows BART Station Agents to call into the LLS number when a customer is unable to speak English. The professionally trained and tested LLS interpreters listen to the customer, analyze the message and accurately convey its original meaning to the BART staff member, then respond to the customer in his/her own language. The LLS offers interpretation in 170 languages.

Non-English speaking attendees at community meetings advocated strongly for future BART messages in additional languages. The District will work not only to achieve that outcome, but also to ensure that it better promotes the services currently available to non-English speakers, such as the LLS, to make the system more accessible and user-friendly to all communities.

## **BART's Ongoing Public Participation Methods**

*(Public information, outreach and public input)*

BART will continue to promote and enhance the use of its ongoing public participation methods to reach out to low-income, minority and LEP populations. BART will conduct proactive outreach to expand the reach, inclusivity and effectiveness of these ongoing methods. Many community members participating in the development of this plan are not fully aware of these resources and BART should conduct specific activities to promote their use. Examples of these existing methods include:

- BART website [www.bart.gov](http://www.bart.gov)
- BART Facebook page
- BART communications via Twitter
- Regular newsletters distributed through BART stations
- Regular communications with media
- BART Board meetings
- Key person interviews
- Focus groups
- Partnerships with CBOs
- Communication with elected officials
- Press briefings and news releases
- Regular emails to community members
- Participation in community fairs and festivals
- Sponsorship of major community events
- Passenger bulletins in stations
- Mailings to neighbors of stations
- Educational tours and briefings
- Language Line Services (LLS)

## V. PERFORMANCE MEASURES AND OBJECTIVES

Community members emphasized accountability during the process of developing the PPP. To demonstrate this, BART will monitor and track its public participation activities and share results in a transparent way.

BART already has some information about the reach of its ongoing methods. For example, BART currently tracks how many people receive notifications by email or text and through its Facebook page. BART also tracks website hits, telephone inquiries, the number of newsletters distributed through its stations and other measures of community contacts. BART staff track the number of inquiries and comments they receive by phone, email and in-person.

These numbers can help track communications activities, but additional measurements will be needed to determine if public participation goals are being met. Depending on the nature and scale of the topic or decision at hand, BART will identify specific measurable objectives for public participation activities.

Some measurable performance objectives BART will consider include:

- Number of participants attending a participation activity
- Percent of the participants from a specific geographic area
- Number and percent of participants providing feedback in languages other than English (identify number of respondents by language)
- Number and percent of responses received to a survey or questionnaire
- Number of webpage downloads occurring during a specific time period
- Number and percent of participants signed up to receive web, phone, or mail- based communications as a result of a participation activity
- Number and percent of contacts updated (on a monthly or quarterly basis) to ensure participants continue receiving notices and announcements
- Number and percent of participants expressing satisfaction regarding the process or results of a participation activity

Additional measures can be identified to help track and report the success of different methods. Community partners may be able to help BART identify baseline information and other data to help determine additional performance measurement methods.

## **Public Participation Outcomes**

While these performance measurements help BART determine if it has been successful at informing the public and collecting input, community members expect BART to be able to explain how community opinion was used to inform decision making. For example, did the results of a survey or the opinions at a community meeting determine which project alternative was selected? How did this information influence the opinion of the BART Directors? What actions or additional analysis or studies did BART staff conduct based on community feedback?

For each public participation activity or program, BART will need to share what it has learned from the community, and how it took that information into account. BART should be able to demonstrate to the community that it has considered and explored the direction recommended by the public and taken that into account as part of its overall analysis. BART should be prepared to explain, for example, when a highly popular strategy was not implemented because it was found, upon further analysis, to be technically unfeasible or cost-prohibitive. BART staff and Directors will need to be prepared to report back on the results of the analysis for activities for which public input was sought.

## **Conclusion**

The BART Public Participation Plan is intended to be a living document that will be informed by current and future practices, successes and lessons learned. The PPP reflects the advice and suggestions of community members provided in March, April and May 2010. BART will continue to adapt and modify its public participation practices over time.

Through this process of asking the community to help us to create the best Public Participation Plan possible, we have learned that building bridges and trust among people who have historically felt excluded from real institutional decision making is a journey that will take time and a redoubled commitment from all of the staff at BART.

The more than 1,000 community members who gave so graciously of their time during the last few months told us that not only must BART do a better job of reaching out, but we must also better define the services that we already have.

Community members were pleased to hear of programs such as the reduced fare options offered by BART. After describing some of BART's outreach activities, such as our free summer student tours and occasional free field trips, parents asked us to continue to keep the lines of communication open so that they may access activities, services and opportunities.

We have enjoyed creating some new and important relationships through this process. BART will continue to work to build trust with the people we serve. Going forward, we will continue to work together not only on BART-related issues, but on creating stronger neighborhoods with improved mobility, communication, shared resources and public participation.



## **Attachment A**

### **Community-Based Organizations which were contacted and/or participated during the development of the BART Public Participation Plan (partial list)**

21st Century Multi-Cultural Community  
Adventist Homeless Action Team  
Affordable Housing Associates  
Afghan Society  
Afghan Women's Association International  
African American Advisory Committee on Crime  
African American Art & Culture Complex  
African American Development Association  
African American Development Institute  
Aid for the Philippines  
Alameda Alliance for Health  
Alameda Chamber of Commerce  
Alameda Co. Social Services Agency  
Alameda County Community Food Bank  
Alameda County Youth Development Inc.  
Alameda Cultural Diversity Committee  
Alameda Korean Presbyterian  
Alameda Multi-Cultural Community Center  
Alameda Senior Citizens  
Alameda Senior Council  
Alameda Special Olympics  
Alexander & Baldwin Foundation  
Alternatives in Action  
American Indian Public Charter School  
American Muslim Alliance  
Anchor Education, Inc.  
Antioch Chamber of Commerce  
Antioch Church Family  
API Cultural Center Inc.  
Asian Communities for Reproductive Health  
Asian Community Health Service (Richmond)  
Asian Community Mental Health Services  
Asian Employees Association at the Port of Oakland  
Asian for Job Opportunities  
Asian Health Services  
Asian Immigrant Women Advocates  
Asian Neighborhood Design

Asian Pacific Environmental Network  
Asian Pacific Fund  
Asian Pacific Islander Legal Outreach  
Asian Week Foundation  
Asians and Pacific Islanders with Disabilities  
Association of Africans and African Americans  
BART/Customer Services  
Bay Area Community Connection  
Bay Area Community Services  
Bay Area Legal Aid  
Bay Area Marathi Mandal  
Bay Area Partnership  
Bay Area Rescue Mission  
Bay Area Telugu Association  
Bay-o-vista Improvement Association  
Bayview YMCA  
Berkeley Zen Center  
Beth Eden Baptist Church of Oakland California  
Black Property Owners Association  
Black United Front for Educational Reform  
Blackhouse Cultural Center Inc.  
Bobby Seale Reach Foundation  
Boys and Girls Club of Pittsburg  
Brandon C Smith S Youth Foundation for the Arts  
Buddhist Temple of Alameda  
Building Opportunities for Self Sufficiency (BOSS)  
Cal State East Bay Small Business Development Center  
Calico Center  
Cambodian Community Dev., Inc.  
Cantonese Association of Oakland  
CARH-Community Assistance for the Retarded and Handicapped  
CaroLena Foundation  
Catholic Charities of the East Bay  
Center for Independent Living  
Center for Independent Living: Downtown Oakland  
Center for Lesbian and Gay Studies in Religion and Ministry (CLGS.org)  
Central Business District Assn. of Oakland  
Centro de Servicios Corp.  
Centro de Vida Independiente  
Chabad of the Tri-Valley  
Change to Come  
Charles P. Foster Foundation  
Chinatown Community Development Center  
Chinese American Citizens Alliance, Oakland Lodge

Chinese Consolidated Benevolent Association  
 Chosen out of Love  
 Christian Church Homes  
 City of Fremont - Family Resource Center  
 City of Pittsburg CDBG - Community Access  
 City of Pittsburg Planning Department  
 Clarence B. Coleman and Joan F. Coleman Charitable Foundation  
 Community Counseling & Education  
 Community Education Foundation for San Leandro  
 Community Housing Development Corporation  
 Community of Grace  
 Community Resources for Independent Living  
 Community Resources for Independent Living Tri-Valley Branch Office; City of  
 Livermore Multi-Services Center  
 Concord Family Service Center  
 Concord Senior Center  
 Congregations Organizing for Renewal  
 Conselho Supremo da Uniao Portuguesa do Estado da California  
 Contra Costa Child Care Council  
 Contra Costa County Community Development Division  
 Contra Costa County Employment and Human Services Dept.  
 Contra Costa County Planning Department  
 Contra Costa County Workforce Development Board  
 Contra Costa County Workforce Services  
 Contra Costa for Every Generation  
 Contra Costa Health Services  
 Contra Costa Interfaith Supporting Community Organization (CCISCO)  
 Contra Costa Transportation Authority (CCTA) Paratransit Coordinating Council  
 Corner Stone Community Development Corporation  
 Corporation for Supportive Housing  
 County Connection  
 Creekside Community Services, Inc.  
 Cypress Mandela Training Center, Inc.  
 Delta 2000  
 Demolay International  
 Development Center for Children, Youth & Their Families  
 Disabled American Veterans  
 Downtown Berkeley Association  
 East Bay Asian Local Development Corp (EBALDC)  
 East Bay Asian Youth Center  
 East Bay Community Law Center  
 East Bay Housing Organizations  
 East Bay Innovations Inc.  
 East Bay Korean-American Senior Service Center

East Bay Resource Center for Non-Profit Support  
East Bay Vietnamese Alliance Church of the Christian and Missionary  
East Bay Vietnamese Assoc  
East County Boys and Girls Club  
EASTBAY Works, Inc  
EBMUD  
Echo Housing  
Economic Council for West Oakland Revitalization  
Eden Housing, Inc.  
Eden I&R Inc.  
Envirojustice  
Excelsior Family Connections  
Exchange Inc.  
Family Bridges Inc.  
Family Paths  
Family Services of San Leandro  
Farrelly Pond Neighborhood Association  
Filipino Advocates for Justice  
Filipino Community Center  
Filipino Community Christian Church  
Filipino Community of Alvarado and Vicinity  
Filipino-American Community Services Agency  
Filipinos for Affirmative Action  
First Samoan United Church of Christ  
Foundation for Rehabilitation and Development of Children and Family  
Foundation for Self Reliance  
Fundacion Venezolana Educacion y Cultura  
Fundamental Gospel Baptist Church  
Genesis  
Global Charity Organization Inc  
Grace Chinese Church  
Greater New Beginnings Youth Services Inc.  
Greater Richmond Interfaith Program (GRIP)  
Gujarati Cultural Association of the Bay Area  
H & M Nakano Foundation  
Harbor House  
Hilltop Family YMCA  
Hindu Community and Cultural Center  
Hispanic Family of California Inc.  
Housing Rights Inc.  
Human Outreach Agency  
Iglesia Bautista Ebenezer  
Iglesia Del Nasareno Casa De  
Iglesia Luz Del Valle

Impala Inc.  
Indigenous Nations Child & Family Agency  
Iron Triangle Neighborhood Council  
Islamic Center of Pleasanton-Dublin  
J4NA Foundation  
Japan Pacific Resource Network  
Japanese American Services of the East Bay  
Jayhad Foundation  
John Muir Parent Teacher Student Organization Inc.  
Kanzhongguo Association Inc.  
Korean Community Center of the East Bay  
Korean Grace Presbyterian Church  
Korean Youth Cultural Center  
La Clínica Monument  
La Clinica Pittsburg Dental Clinic  
La Clinica Pittsburg Medical Clinic  
La Familia Developmental Disabilities  
Lao Family Community Development (San Pablo)  
Lao Family Community Development, Inc.  
Lao Seri Association  
Laotian American National Alliance  
Legal Assistance for Seniors  
Lighthouse for the Blind  
Lincoln Elementary  
Lindhurst Christine a CPM  
Lions Center for the Blind  
Livermore Downtown Inc.  
Low-Income Families Empowerment Through Education (LIFETIME)  
Loyal Order of Moose  
Macdonald Senior Center  
Martinez Senior Community Center  
Masonic Home for Adults  
Mayor's Office of Neighborhood Services (MONS)  
Mayor's Committee for the Disabled  
Mission Community Council  
Mission Hiring Hall  
Mission Housing Development Corporation  
Monument Community Partnership (MCP)  
Museum on Main Street  
NAACP  
National Network for Immigrant and Refugee Rights  
Newark Soccer Club Inc.  
NHS of America  
Nightingale Nursing

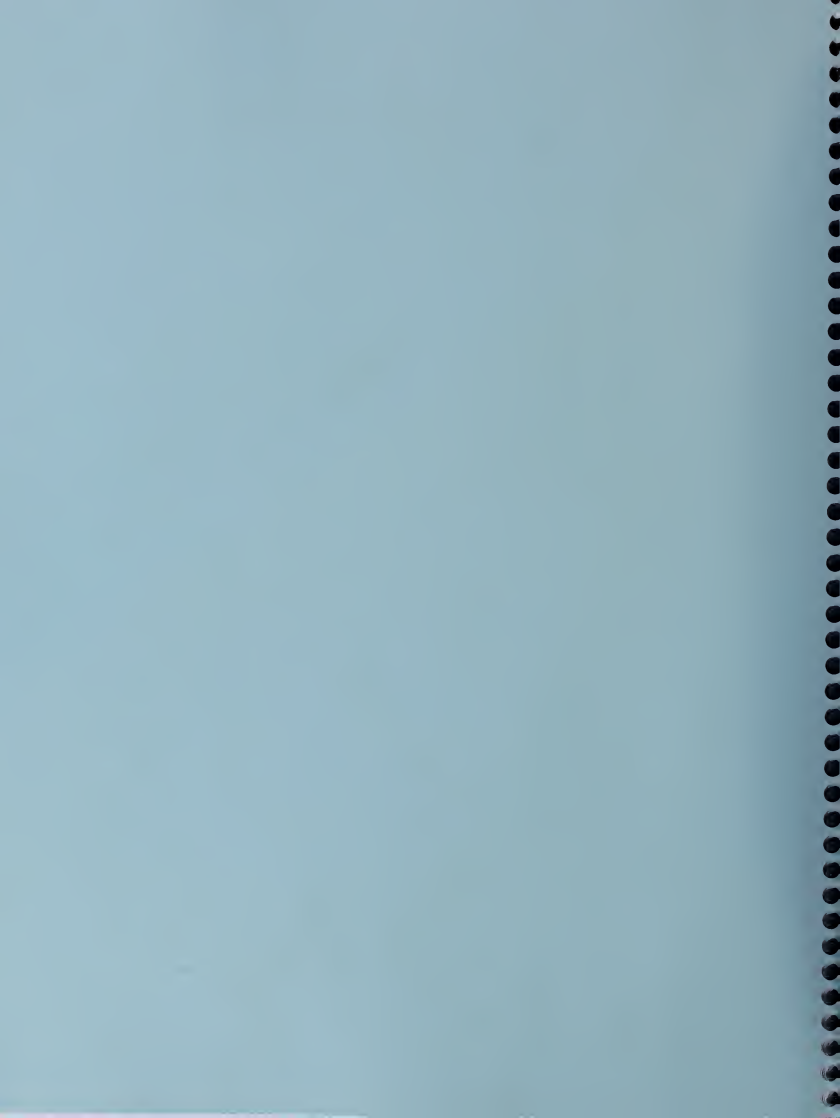
North of Market / Tenderloin Community Benefit District  
North of Panhandle Neighborhood Association  
Northern California Cancer Center  
Oak Center Cultural Center  
Oakland Asian Cultural Center  
Oakland Asian Students Educational Services (OASES)  
Oakland Business Association  
Oakland Chinatown Chamber of Commerce  
Oakland Chinese Association  
Oakland Concerned Men's Youth Program  
Oakland Safe Streets Committee  
Ohlone Foundation  
Operation Dignity  
Opportunity West  
Organization of Alameda Asians  
Padres Unidos Association  
Peacemakers Inc.  
Pittsburg Area Churches  
Planned Parenthood  
Pleasanton Cultural Arts Foundation  
Plumber and Steamfitters Local Union No. 159  
Portola Family Connections  
Prescott-Joseph Center for Community Enhancement  
Primera Iglesia Bautista  
Project Access Family Literacy Program  
Punjabi Educational and Cultural Foundation  
Purple Lotus Buddhist School and Temple  
Rebuilding Together Oakland  
Resources for Community Development  
Respect for Life Institute  
Richmond Annex Senior Center  
Richmond Chamber of Commerce  
Richmond Neighborhood Coordinating Council  
Richmond Senior Center  
Richmond Village Beacon Neighborhood Family Services Community Convenor  
Rides for Bay Area Commuters  
Rising Sun Energy Center  
Rubicon Programs  
Saint Bruno's Catholic Church  
Salvation Army Hayward Corps  
San Francisco Board of Supervisors  
San Francisco Health Plan  
San Leandro Fair Housing Committee  
San Leandro Hebrew Congregation-Temple Beth Sholom

San Lorenzo Village Community Hall  
Satellite Senior Homes  
Self Help for Hard of Hearing People, Inc. (SHHH)  
Senior Action Network  
Senior Services Foundation  
Senior Support Program of the Tri-Valley  
Serra Center  
SF Filipino Community Center  
Shared Living Resource Center  
Shelter Inc. of Contra Costa  
Sikh Temple  
South of Market Employment Center  
Southern Alameda County Buddhist Church  
Spectrum Community Services  
St. Joseph's Center for the Deaf  
Sunset Community Convenor  
Sunset Neighborhood Beacon Center  
Supervisor Adrienne Tissier, District 5  
Supervisor Alice Lai-Bitker's office  
Supervisor Bevan Dufty  
Supervisor Carmen Chu  
Supervisor Chris Daly  
Supervisor David Campos  
Supervisor David Chiu  
Supervisor Eric Mar  
Supervisor John Avalos  
Supervisor Michaela Alioto-Pier  
Supervisor Ross Mirkarimi  
Supervisor Sean Elsbernd  
Supervisor Sophie Maxwell  
The Interfaith Council of Contra Costa County  
The Salvation Army  
Thoi Bao Weekly Newspaper  
TransForm  
Tri-Cities Children's Centers  
Tri-City African Methodist Episcopal Church  
Tri-City Volunteers  
Tri-Valley Chinese Bible Church  
Tri-Valley Housing Opportunity Center  
Tri-Valley One-Stop Center  
UC Berkeley Ethnic Studies  
Ujamaa Youth Education Foundation  
United Filipinos of America  
United Indian Nations, Inc.

United Neighborhood Improvement Association  
United Pilipinos of America  
Unity Council  
Urban Habitat  
Urban Strategies Council  
Victory Center A.M.E. Zion Church  
Vietnamese Alliance Church of Union City  
Vietnamese American Community Center of the East Bay  
Vietnamese Community Center of San Francisco - Tenderloin  
Vietnamese Youth Development Center  
Volunteers of America  
Women of Faith Recovery Home







May 21, 2010



# Public Participation Plan Development Summary Report

San Francisco Bay Area Rapid Transit District



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## **I. INTRODUCTION**

In order to expand public access to BART's transportation decision-making process, the San Francisco Bay Area Rapid Transit District (BART) initiated an intensive community involvement process and planning effort to develop the Public Participation Plan (PPP) document. The Plan will guide BART's ongoing public involvement endeavors to ensure the most effective means of providing information and receiving public input on transportation issues, with particular emphasis on involving traditionally under-represented groups.

The purpose of this summary is to describe and document the process BART used to develop the PPP and provide a record of the issues discussed and public comments received through a variety of public participation activities. The comments helped inform the PPP. They include specific suggestions from participants for potential meeting venues, partner organizations, events and other local information that will be helpful to BART staff as they continue to work closely with communities throughout the region. Comments, survey and evaluation results and other documentation are attached as appendices.

### **Process for Developing the Public Participation Plan**

The process for developing the PPP included an intensive community involvement process and planning effort. In order to engage diverse community members in development of the PPP and to identify preferences for elements of BART's future public participation, BART conducted an extensive public participation process throughout the BART service area (San Francisco, Alameda, Contra Costa and San Mateo counties). The process included the following public participation activities:

#### ***Outreach***

To ensure targeted community participation, BART conducted extensive outreach at the beginning of the Plan development process. BART determined geographical areas where meetings would be held through a mapping analysis of Bay Area communities based on income and race. A full description of this mapping process is included as Appendix A. Using the results of the mapping, BART identified and contacted community-based organizations (CBOs) located in these areas to determine their interest in assisting BART with reaching out to residents. The CBOs contacted by BART serve a broad range of community interests including: civic groups; business organizations; service providers for children, youth, families and persons with disabilities; schools providing English as a Second Language programs; churches and faith-based organizations; senior centers; community centers; and many others.

BART also used a variety of notification methods such as CBO newsletters, direct mail and ethnic media, among others, to attract participants to the community meetings. Meeting notifications also highlighted the fact that translation services,

childcare and refreshments would be provided. Ads and flyers used by BART are included as Appendix B.

### *Multi-Lingual Community Meetings*

Between March 31, 2010 and April 21, 2010, BART conducted or participated in 22 community meetings throughout the BART service area. The purpose of the meetings was to determine how BART could best provide information and receive public input on transportation issues from low-income, minority and Limited English Proficient (LEP) resident populations. Meetings were professionally facilitated to support productive community discussions and record real-time comments.

Upon completion of the draft PPP, the document was mailed to all participants who provided contact information on the sign-in sheets at the community meetings, as well as interested CBOs and transportation advocates. The Plan was sent to participants in their preferred language, as indicated on the sign-in sheets. BART also posted the document on its website. A printed comment form was included with the draft PPP. BART conducted additional meetings with key stakeholders and community members to solicit feedback on the document. The draft PPP was then revised to reflect the feedback received and the Final Public Participation Plan was completed and submitted to the Federal Transit Administration on May 21, 2010. This Summary was also submitted along with the Final PPP to help inform the FTA about how BART developed the PPP and provide the source material that was the basis for the Plan.

### *Public Participation Survey*

In addition to conducting or participating in community meetings, BART distributed a public participation survey at the community meetings and to CBOs in each of the identified ten languages. The survey was also posted on the BART website ([www.bart.gov](http://www.bart.gov)). BART received more than 1,350 responses to the survey. The survey queried participants on their preferences for elements of BART's future public participation processes, including:

- The importance of various factors in determining whether they would attend a meeting;
- The best methods for helping them express their views on specific issues at meetings;
- How likely they would be to use suggested non-meeting methods to express their views on BART-related issues;
- What types of community-based organizations they participate in;
- The best way to keep them informed of BART's actions after meetings; and
- The demographic characteristics of survey respondents.

Public participation survey results are included as Appendix C.

### *Written Comments and Public Testimony*

In addition to completing the survey, meeting participants were encouraged to submit written comments. The public was also able to provide comments online. Comments received in languages other than English were translated and included in the comment database. The draft PPP was also discussed at the May 13, 2010 BART Board meeting and several attendees made comments on the draft PPP at that meeting.

A compilation of the comments is included as Appendix E. Comments received as full-length letters are included as Appendix F.

## II. MEETING PLANNING AND PREPARATIONS

The meeting planning process involved significant coordination among BART staff and CBOs. Three BART staff members, Molly Burke (San Francisco and San Mateo County), June Garrett (Alameda County) and Walter Gonzales (Contra Costa County), did extensive outreach in March 2010, including personal meetings, telephone contacts, mailings and online communications.

### **Meeting Locations and Logistics**

BART determined geographical areas where meetings would be held through a mapping analysis of Bay Area communities based on income, race and ethnicity. A full description of this mapping process is included as Appendix A. Using the results of the mapping, BART identified and contacted CBOs located in these areas to determine their interest in assisting BART with reaching out to these residents. The CBOs BART contacted serve a broad range of community interests including: civic groups; business organizations; service providers for children, youth, families and persons with disabilities; schools providing English as a Second Language programs; churches and faith-based organizations; senior centers; community centers; and many others. Twenty-two meeting locations were selected for Round 1 meetings and seven were selected for Round 2.

### *CBO Partnerships*

BART staff found the meetings to be a great opportunity to build relationships within the community. Many organizations were receptive to BART's request for assistance, and BART staff worked closely with the CBOs to schedule and conduct outreach for the meetings. The CBOs assisted BART in selecting meeting venues, recommending languages for translation and interpretive services, providing refreshments and childcare assistance, publicizing the meetings and recruiting participants. BART arranged and supplied staff support, interpreters, meeting materials, supplies and equipment for all of the meetings.

### *Notification Methods\**

Community members were notified of opportunities to participate in meetings through:

- CBO Newsletters
- CBO Mailing Lists
- Direct Mail
- Radio Announcements
- Ethnic Media
- Paid Advertisement
- Flyer Distribution at BART Stations
- Flyer Distribution on BART Car Seats

\* See PPP Appendix A for CBOs contacted to date.



### *Consultant Support to Develop the PPP*

BART hired a consulting firm, MIG, Inc., to assist with the development of the PPP. MIG is a planning, design and communications firm based in Berkeley, California. MIG has more than 25 years' experience specializing in collaborative processes, stakeholder outreach and participation, facilitation and community involvement. MIG has extensive experience assisting transportation agencies throughout the state with public participation activities. During development of the Plan, MIG staff served as neutral, third-party facilitators and recorded comments expressed at the community meetings. MIG also worked with BART to fully document the process of developing the PPP.

### *Translation Services*

Translated materials and interpretive services were available for every meeting in the following languages: Spanish, Chinese, Tagalog, Russian, Korean and Vietnamese. In response to community requests for additional languages, translated materials and interpretive services were also provided in Laotian, Cambodian, Portuguese and Braille. Written comments received in these languages were transcribed after the meetings and were included in the comments database (Appendix E). This summary document will be translated in all languages listed above and distributed to CBOs and participants.

### **Meeting Results Processing**

MIG also transcribed and compiled the comments submitted in writing, tallied the meeting evaluation responses and transcribed participant contact information from the meeting sign-in sheets. Comments were tracked by meeting location, source and language. MIG provided an objective review of the findings from the meetings, comment cards and surveys; these findings and analysis were used to develop the Public Participation Plan. This summary report includes the following appendices:

- A description of the mapping process (Appendix A);
- Notification ads and flyers (Appendix B);
- A tally and analysis of public participation survey responses (Appendix C);
- A tally and analysis of Round 1 meeting evaluation responses (Appendix D);
- A database of all Round 1 public comments submitted (Appendix E);
- Letters of public comments received during the process (Appendix F);
- A tally and analysis of draft PPP evaluations (Appendix G); and
- A database of all Round 2 public comments submitted (Appendix H).

### III. SUMMARY OF COMMUNITY MEETINGS

BART conducted the following meetings as a part of the Public Participation Plan development process.

<i>Round 1 Community Meetings</i>					
Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
Oakland	American Indian Child Resource Center 522 Grand Avenue Oakland	Wednesday March 24, 2010 11:00 a.m.–1:00 p.m.	Various Native American CBOs	12	<i>Not requested</i>
Berkeley	BOSS 2065 Kittredge Street, Suite E Berkeley	Sunday March 27, 2010 2:00–3:30 p.m.	Building Opportunities for Self-Sufficiency (BOSS)	15	<i>Not requested</i>
Richmond	Richmond English Action Center 2369 Barrett Ave. Richmond	Wednesday March 31, 2010 9:00-10:00 a.m.	Catholic Charities of the East Bay	74	Spanish and Laotian
Fremont	Fremont Library Fukaya Rm B 2400 Stevenson Blvd., Fremont	Wednesday March 31, 2010 6:30-8:00 p.m.	<i>CBO-BART partnership in development</i>	15	Chinese
San Francisco Tenderloin	Cova Hotel 8th Fl, Meeting Room 655 Ellis St. San Francisco	Wednesday March 31, 2010 6:00-7:30 p.m.	Vietnamese Community Center of San Francisco	27	Laotian, Cambodian, Vietnamese and Chinese
San Leandro	San Leandro Library, Estudillo Room 300 Estudillo Ave. San Leandro	Thursday April 1, 2010 6:30-8:00 p.m.	I-880 Healthy Communities, Fordee USA	15	Chinese
Antioch	Antioch High School 700 West 18th St. Antioch	Thursday April 1, 2010 6:30-8:00 p.m.	CISCO, Transform	18	Spanish
Hayward	Hayward City Hall Room 2A 777 B St. Hayward	Friday April 2, 2010 6:30-8:00 p.m.	<i>CBO-BART partnership in development</i>	7	<i>Not requested</i>

### Round 1 Community Meetings

Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
Oakland	American-Vietnamese Community Center 128 International Blvd. Oakland	Saturday April 3, 2010 10:00 a.m.–1:00 p.m.	American-Vietnamese Community Center	60	Vietnamese
San Francisco Mission District	Valencia Gardens Community Room 390 Valencia St. San Francisco	Monday April 5, 2010 6:00-7:30 p.m.	Mission Community Center; Mission Housing Development Corporation	17	Spanish
West Oakland	Mandela Gateway 1350 7th St. Oakland	Monday April 5, 2010 6:30-8:00 p.m.	CBO-BART partnership in development	15	Not requested
San Francisco Bayview	Bayview YMCA Community Room 1601 Lane Street San Francisco	Tuesday April 6, 2010 6:00-7:30 p.m.	Bayview Hunter's Point YMCA	56	Spanish
East Oakland	San Antonio Community Center 2325 East 12th St. Oakland	Tuesday April 6, 2010 5:30-7:00 p.m.	Lao Family Community Development	170	Spanish, Laotian, Burmese and Bhutanese
Pittsburg	Pittsburg HS, 250 School St. Pittsburg	Tuesday April 6, 2010 6:30-8:00 p.m.	CBO-BART partnership in development	7	Chinese
San Francisco Excelsior	Excelsior Church 32 Ocean Ave. San Francisco	Thursday April 8, 2010 6:00-7:30 p.m.	Excelsior Family Connections	50	Spanish and Chinese
Oakland	Intertribal Friendship House 523 International Blvd. Oakland	Thursday April 8, 2010 6:00-8:00 p.m.	Various Native American CBOs	51	Not requested
Berkeley	South Berkeley Senior Center 2939 Ellis Street Berkeley	Friday April 9, 2010 6:30-8:00 p.m.	Berkeley Senior Center	4	Not requested

### Round 1 Community Meetings

Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
El Cerrito	El Cerrito Community Center 7007 Moeser Lane El Cerrito	Saturday April 10, 2010 10:00-11:30 a.m.	CBO-BART partnership in development	9	Spanish
San Francisco Chinatown	Cameron House Main Hall 920 Sacramento St. San Francisco	Monday April 12, 2010 6:00-7:30 p.m.	Cameron House	51	Chinese
Concord	Cambridge Elementary 1135 Lacey Lane Concord	Wednesday April 14, 2010 6:30-8:00 p.m.	Monument Community Partnership	78	Spanish
San Bruno	555 West San Bruno Ave. San Bruno	Monday April 19, 2010 9:30-1130 a.m.	Saint Bruno's Catholic Church - School of E.S.L.	12	Not requested
San Bruno	555 West San Bruno Ave. San Bruno	Wednesday April 21, 2010 6:00-7:30 p.m.	Saint Bruno's Catholic Church	46	Spanish and Chinese

### Round 2 Community Meetings

Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
Concord	Cambridge Elementary 1135 Lacey Lane Concord	Wednesday April 28, 2010 6:30-8:00 p.m.	Monument Community Partnership	32	Spanish
Oakland	Z Café 2735 Broadway Oakland	Thursday May 6, 2010 11:45 a.m.-1:30 p.m.	Various CBOs (see text on p. 18)	17	Spanish
Richmond	Nevin Community Center 598 Nevin Avenue Richmond	Thursday May 6, 2010 12-1:30 p.m.	Various CBOs (see text on p. 19)	15	Not requested
San Francisco Inner Sunset	Park Chow 1240 9th Avenue San Francisco	Friday May 7, 2010 12:30-2 p.m.	Various CBOs (see text on p. 19)	7	Not requested
North Richmond	North Richmond Senior Center 515 Silver Ave. North Richmond	Tuesday May 11, 2010	North Richmond Municipal Advisory Council	15	Not requested
Richmond	Shields Reid Community Center 1410 Kelsey Street Richmond	Wednesday May 12, 2010	Shields Reid Neighborhood Council	15	Not requested
Oakland	Oakland Metropolitan Chamber of Commerce 475 14th Street Oakland	Monday May 17, 2010 1:30-2:30 p.m.	Genesis, Public Advocates, TransForm, Urban Habitat	5	Not requested

## **Round 1 Meetings—Developing the Public Participation Plan**

Twenty-two community meetings were conducted during Round 1 to solicit feedback and input regarding preferred outreach methods and processes. BART staff worked closely with CBOs in each location to organize the meeting venue and to publicize the meeting. Note that since some participants chose not to sign in at the meetings, attendance is estimated to be approximately 5-10% higher than indicated by the number of attendees listed on the sign-in sheet.

### ***Round 1 Meeting Format and Process***

Most meetings followed a similar format to help ensure that the meetings were conducted and feedback was received in a consistent manner. Meeting participants were welcomed, provided an overview of BART and site-specific information, responded to questions related to the PPP, provided an opportunity to comment and ask questions of BART staff, and discussed next steps. The following questions were used to direct each meeting discussion:

- What is most important when it comes to getting you to attend a meeting to discuss BART-related issues? What's most important? Is it the topic?
- What other factors are important to you?
- How would you like to give BART input in the future at meetings? What methods work best for you?
- Besides meetings, what other ways are you interested in sharing your opinions on BART related issues?
- Do you rely on another organization to help you stay informed about BART?
- What organizations do you rely on and trust to help you stay informed about BART?
- After BART has gotten feedback from the community and made its decision, what is the best way to share that information to keep you informed?

After the group discussion, meeting participants were asked to fill out a public participation survey, which included these discussion questions, and a meeting evaluation form. Participants were also encouraged to submit written comments.

### ***Summary of Meeting Results***

The following is a brief summary of participant feedback, suggestions and concerns expressed, listed by meeting location.

#### ***Oakland – American Indian Child Resource Center, Wednesday, March 24***

BART staff attended a Native American community collaborative meeting at the American Indian Child Resource Center comprised of several CBO leaders from organizations providing services to the Native American community. The CBO

leaders completed surveys and were supportive of BART's outreach efforts. They invited BART to an upcoming inter-tribal community dinner to present surveys and gather input from members of their CBOs.

**Oakland – BOSS Central Offices, Sunday, March 27**

Advocates representing Building Opportunities for Self-Sufficiency, as well as numerous other organizations, provided input on the PPP development and other BART-related concerns. Participants asked about the Plan completion date. They also noted that they support using seat drops as a method of notifying community members in advance of public participation and decision-making opportunities.

**Richmond – Catholic Charities, Wednesday, March 31**

Participants at this meeting emphasized the need for the PPP to specify timely meeting notices that clearly communicate the meeting agenda and topic. They noted that direct communication in multiple languages with the community is important and will increase the number of meeting participants. According to participants, ethnic media and organizations are the best methods to share BART-related information with the Richmond community. Trusted organizations identified included: employers, faith-based organizations and community-based organizations. Meeting participants stressed the importance of developing a long-term relationship with the community.

Participants also expressed concerns on additional topics. Personal safety and the cost of riding BART were primary concerns among meeting participants. There was interest in free, discounted and subsidized fares for seniors and students. Multi-lingual announcements and information, effective public communication, the punctuality of trains and general expansion plans were also discussed.

**Fremont – Fremont Library, Wednesday, March 31**

Meeting participants emphasized the need for the PPP to encourage meeting attendance and community participation through timely and effective meeting notices, appropriate meeting types and locations. Community members identified a number of potential meeting locations in the area. Some community members commented that it is most effective to share information through local organizations, employers and municipalities. Community members identified the PPP as an opportunity for public input to make a difference.

Other BART-related concerns mentioned at the meeting included: need for multi-lingual station announcements and information, station and train maintenance, system expansion and ticketing.

**San Francisco Tenderloin – Cova Hotel, Wednesday, March 31**

San Francisco Tenderloin meeting participants requested translation services for several languages including Laotian, Cambodian, Vietnamese and Chinese.

Participants highlighted the importance of ethnic media and organizations in reaching low-income, minority and LEP community members; this is a key method for publicizing BART-related information and soliciting input. Preferred feedback methods, according to participants, include: various meeting types, online and email, phone, social media and alternatives to traditional meeting formats.

Additional concerns discussed at the meeting included: cost of fares, need for multi-language announcements and information, system expansion to the Oakland Airport and San Jose, service frequency and reliability, and restroom amenities at stations.

#### **San Leandro – San Leandro Library, Thursday, April 1**

Community members at this meeting highlighted preferred methods for providing input including: opportunities for direct communication, a comment and suggestions box at stations, phone, social media, surveys, online and email. Participants thought that the best methods for BART to share information are: ethnic media and organizations, other media sources, on transit or at stations and in a timely manner. Residential organizations, ethnic organizations and schools were suggested as the most effective groups to reach community members.

San Leandro meeting participants expressed concerns regarding other BART-related issues, including: inaudible announcements and information at stations, renovation and repairs on trains and at stations, system expansion to the Oakland Airport and Warm Springs, ticketing inconveniences and difficulties, elevators at stations, signage, jobs with BART and personal safety.

#### **Antioch – Antioch High School, Thursday, April 1**

Community members highlighted the importance of sharing information and announcing meetings in a timely and effective manner via email, online, on transit and at stations. According to participants, people attend meetings based on the type of meeting, topic and location accessibility. The importance of including the public in decision-making and gaining trust was also highlighted.

Participants also expressed concerns on additional topics including: station amenities and maintenance, eBART and eastern system expansion, ticketing and customer service.

#### **Hayward – Hayward City Hall, Friday, April 2**

Participants at this meeting trust community institutions and faith-based, educational, residential, health-care, labor and senior organizations. Community members rely on publications, social media, information provided on transit or at stations, media and community-based organizations to learn about BART-related news. Meeting attendance hinges on the convenience of the location and notices being timely and effective.



Additional topics that raised participant concerns include: congestion at parking lots, system expansion to the Oakland Airport, fare increase, BART jobs and directional signage to stations.

**Oakland – American-Vietnamese Community Center, Saturday, April 3**

Community members attending this meeting at the American-Vietnamese Community Center emphasized the importance of providing translation services as the single best method of sharing information. Participants were generally pleased with the meeting and appreciated the opportunity to provide input to the development of the PPP.

Other concerns expressed at the meeting included: security and personal safety, ticket purchasing and riding assistance for seniors, and multi-language announcements and information.

**San Francisco Mission District – Valencia Gardens, Monday, April 5**

Community members at this meeting expressed interest in the timing and process of the PPP, and identified the importance of developing a long-term relationship with the community. Preferred methods for receiving BART-related information include: media, on transit or at stations and social media. Participants suggested that successful meetings stem from relevant agendas and topics, convenient venues and timely notices. Participants emphasized the importance of working with organizations, including community-based organizations and media, to publicize and invite community members to meetings.

Meeting participants identified additional areas of concern as follows: cost of fares, frequency of service, bicycle rules, station amenities and accessible restrooms, and personal safety.

**West Oakland – Mandela Gateway, Monday, April 5**

West Oakland community members emphasized the inclusion of high-quality input, an informed public and public participation among the goals set by the PPP. Participants highlighted the importance of public input affecting change, developing a stable and long-term relationship with BART, and facilitating two-way communication between the community and BART. The inclusion of alternatives to traditional meeting formats in future public outreach is also important to meeting participants. Participants suggested working with community advisory committees and enabling access to BART decision makers to develop trust among the community, and encouraged BART to consult other model PPPs.

Meeting participants articulated strong concern regarding the BART organization and BART's relationship with the West Oakland community. Personal safety, a lack of trust and system expansion decisions were significant topics of discussion at the

meeting. Participants also identified additional BART-related issues including: station and train maintenance, service frequency, customer relations and inadequate public information.

**San Francisco Bayview – Bayview YMCA, Tuesday, April 6**

San Francisco Bayview community members emphasized the importance of sharing information through educational, media and municipal sources, on transit or at stations, via phone or email and through community advisory committees. It is important to meeting participants that information is translated to include all ethnicities and provided in an effective and timely manner. Meeting participants recommended the following meeting locations: churches, community centers and venues, and schools.

Meeting participants also discussed safety, especially along the Third Street rail line which is a main connector to BART, jobs with BART, accessibility and availability of information for all abilities and languages, and developing a working partnership with the community and with youth.

**East Oakland – San Antonio Community Center, Tuesday, April 6**

East Oakland meeting participants emphasized the importance of developing a long-term relationship with the community, including public involvement in decision-making and access to decision makers, through PPP implementation. Community members identified the PPP as an opportunity for public input to make a difference. Some participants expressed satisfaction with the meeting and the opportunity to provide input.

Community members at this meeting were largely concerned with other BART-related issues including: personal safety and property security, the need for multi-lingual information at stations, high fare cost, safety and BART police service, and system expansion. Participants highlighted difficulties related to ticket purchasing and exchange.

**Pittsburg – Pittsburg High School, Tuesday April 6**

Inclusivity, trust and public input were valued and highlighted by community members at this meeting. Participants suggested that BART utilize social media, publications, online and email tools, mailings and various media sources; these are the best methods to share information with low-income, minority and LEP populations. Information must be clear, direct and inclusive. The following organizations are most trusted by participants: educational, ethnic media, faith-based, transportation, veterans, municipal, employers and other CBOs.

Pittsburg meeting participants were also concerned about the accessibility and cleanliness of restrooms, system expansion and costs specific to eBART, improving transfer between transit modes, and fares.

#### **San Francisco Excelsior – Excelsior Community Connections, Thursday, April 8**

Community members at the San Francisco Excelsior meeting identified the following methods to best share BART-related information: mailings, media, through community-based organizations, local businesses, educational and municipal organizations, and online and via email. Timely and effective notice of meetings should be given, and they should provide translation services and childcare and be conveniently located. Additionally, according to participants, meeting materials should be clear and relevant. Meeting participants trust faith-based, ethnic, educational, municipal and community-based organizations, youth centers and local arts organizations to keep them informed about BART.

Community members at this meeting also highlighted issues including: station and train maintenance, confusion related to ticketing, station amenities such as restrooms and elevators, BART police and personal safety, vagrancy on trains, discounted fares for people with low income, disaster preparedness and the clarity of station announcements.

#### **Oakland – Intertribal Friendship House, Friday, April 9**

The Native American community dinner provided an opportunity for community members to complete surveys and to provide input directly to BART. Meeting participants were generally supportive and thankful to BART for soliciting information from low-income, minority and LEP resident populations. They recognized the PPP as an initial and productive step towards reaching these populations.

#### **Berkeley – South Berkeley Senior Center, Friday, April 9**

Meeting participants in Berkeley emphasized the need for BART to partner with trusted CBOs, including faith-based, disability advocacy, ethnically-oriented, arts and resident organizations, to reach out to all members of the community. Clear meeting agendas and topics, as well as convenient meeting times and locations are important to this group.

Participants also expressed concerns regarding additional topics including: system expansion, BART budget, cost and fares, and signage improvements.

#### **El Cerrito – El Cerrito Community Center, Saturday, April 10**

Participants at this meeting emphasized BART's opportunity to create a long-term relationship by engaging in dialogue with the community. Preferred sources of information regarding BART meetings and events include: online and email notifications, comment and suggestion boxes at stations, and direct communication. Senior advocacy, educational, ethnic and faith-based organizations were most trusted by meeting participants.

Additional BART-related concerns identified by meeting participants included: fares and discounts, parking costs, noise impacts and service frequency. Meeting participants requested fare discounts for seniors, children and families.

**San Francisco Chinatown – Cameron House, Monday, April 12**

Community members from San Francisco's Chinatown neighborhood identified the following as the best methods of sharing BART-related information: on transit or at stations, social media, ethnic media and organizations, online and via email. It is important to participants that meetings provide childcare and translation, are effectively noticed and conveniently located. Participants emphasized the importance of two-way communication between BART and the public and the impact of public input.

Participants at this meeting expressed other concerns including: the visibility and legibility of signage, service improvements such as bicycle amenities and upgrades, cost of fares and availability of discounts for seniors, children and people with low income, station amenities including restrooms and elevators, train frequency and system expansion.

**Concord – Cambridge Elementary, Wednesday April 14**

Community members at this meeting highlighted the importance of sharing information with low-income, limited English proficiency and minority communities. Effective information sharing methods include: direct, two-way contact with the community, mailings and media, and on transit and at stations. Participants noted that it is important to provide translation services at all meetings and clearly communicate the location and purpose of the meeting in advance. Trust and consistency are important principles to include in the PPP. Meeting participants suggested hosting similar community meetings regularly and targeting outreach to BART riders.

Concord meeting participants were also interested in: BART jobs, parking, and signage issues at stations.

**San Bruno – Saint Bruno Catholic Church, Monday, April 19**

Members of the Saint Bruno Catholic Church School of E.S.L. gathered to provide feedback to BART. Participants expressed their gratitude for translation services at community meetings and targeted outreach to LEP resident populations. They suggested increasing BART-related outreach to E.S.L. classes and programs in the region to increase participation from LEP residents.

Community members at this meeting also expressed concern regarding the following issues: fare prices, accessible BART contacts, safety, service expansion and BART's environmental efforts.

**San Bruno – Saint Bruno Catholic Church, Wednesday, April 21**

Meeting participants in San Bruno requested the addition of an informed public to the PPP's list of goals and trust and two-way communication as key principles. Community members cited the availability of information as a primary element for assuring a well-attended meeting, as well as convenient location and time and translation services. Trusted community organizations include: faith-based organizations and community-based organizations.

Other topics of interest included: system expansion to the south on the Peninsula and to San Jose, personal safety, needed repairs and renovations, service issues, fare cost and discounts for seniors and students, and station amenities such as restrooms.

## **Round 2 Meetings–Comments on the Draft Public Participation Plan**

The results from the 22 meetings described above were used to develop the draft PPP. When the draft PPP was completed in early May 2010, BART invited a cross-section of groups and communities to meet to discuss the draft Plan and provide additional feedback. After the second round of input, BART integrated comments and submitted the PPP to the Federal Transit Administration on May 21, 2010.

BART used the following methods to solicit comments on the Draft PPP: seven follow-up community meetings, including a meeting with key public advocacy representatives; evaluation forms returned at each meeting or via mail; an online comment form on the BART website; and a discussion of Title VI compliance at the BART Board Meeting on May 13, 2010. Results from these outreach methods are described below. A detailed tally and analysis of PPP evaluation forms is included as Appendix G. A database of all comments received during Round 2 is included as Appendix H.

### ***Community Meetings***

BART conducted or participated in seven community meetings with key stakeholders and community-based organizations to solicit feedback on the Draft PPP in late April/early May 2010. The following is a brief summary of participant comments on the draft Plan at these meetings.

#### **Concord**

Stakeholders representing the greater Concord area responded positively to the Draft PPP. In a meeting held on April 28, 2010, participants supported the involvement of low-income, minority and LEP resident populations in BART decision-making. Suggestions for implementation included: tracking community events and evaluating the success of partnerships. Participants had the following additional BART-related concerns: job opportunities and cost of fares.

#### **Downtown Oakland**

Stakeholders convened in Downtown Oakland on May 6, 2010 to discuss the Draft PPP. CBOs and agencies represented included the following: American Indian Child Resource Center, Building Opportunities for Self-Sufficiency, Hispanic Chamber of Commerce Alameda County, Lao Family Community Development, LightHouse for the Blind and Visually Impaired, National Federation of the Blind, San Leandro Unified School District, Senator Ellen Corbett, Urban Strategies Council and Urojas Community Services. Participants supported the PPP and the inclusion of ideas shared at community meetings. They suggested the following principles to include in the Goals and Guiding Principles section: equity, accountability and sustainability. Participants also suggested expanding the Introduction of the Plan to list CBOs and their specific involvement. Additional participation design factors and methods for implementation were discussed.

### **Richmond – Nevin Community Center**

Approximately 15 community members gathered in Richmond at the Nevin Community Center on May 6, 2010, to discuss the draft PPP and provide feedback. CBOs and agencies represented included: AC Transit, Building Blocks for Kids – Peres Elementary School, Catholic Charities of the East Bay, El Cerrito Senior Center, Monument Community Partnership, Millions More Movement, North Richmond Municipal Advisory Council, Richmond Main Street and Shields Reid Neighborhood Council. Stakeholders, in general, were receptive to the content of the draft Plan. Participants provided suggestions for performance measures and objectives including gathering qualitative and quantitative information. Specifically, participants suggested developing an action plan linking goals directly to collected data. Richmond stakeholders also suggested additional public participation methods and tools to involve low-income, minority and LEP resident populations.

### **San Francisco Inner Sunset**

CBO representatives from neighborhoods throughout San Francisco gathered on May 7, 2010 in the Inner Sunset neighborhood to provide feedback on the draft PPP. CBOs represented included: Excelsior Family Connections Inc., Filipino Community Center of San Francisco, Lao Seri Association, Richmond Beacon Center Community Convenor, Sunset Beacon Center Community Convenor and Vietnamese Community Center of San Francisco. Meeting participants were generally pleased with the draft PPP, commenting that it reflected the needs of the CBOs and communities in San Francisco. General suggestions to increase transparency of BART and decision-making were provided and suggestions for publicizing BART-related information and available jobs were discussed.

### **North Richmond**

BART staff attended an evening meeting of the North Richmond Municipal Advisory Council on May 11, 2010. Municipal Advisory Council members reviewed the PPP process and had the opportunity to provide comments and ask questions. Participants were pleased with BART's public participation efforts.

### **Richmond – Shields Reid Neighborhood Council**

BART staff attended a meeting of the Shields Reid Neighborhood Council on May 12, 2010. Neighborhood Council members learned about the PPP development process, asked questions and shared concerns related to BART. Issues that arose included: service reliability and cost of fares. The Council welcomed the opportunity to develop a strong partnership with BART.

### **Oakland – Meeting with Key Public Advocacy Representatives**

On May 17, 2010, BART representatives met with public advocacy representatives at the Oakland Chamber of Commerce conference room. The purpose of the meeting was to solicit feedback and recommendations from the following key advocacy representatives: Urban Habitat, Genesis, Transform and Public Advocates. Meeting participants elaborated on a cooperatively written letter to the FTA that included four primary recommendations to the PPP. Advocacy representatives would like to

ensure that the goals of the PPP are implemented and the influence of the Plan is measurable. Suggested changes also include: a standing community advisory board representing low-income, minority and LEP resident populations; increased accountability and involvement of BART Board Members in each district; and a transparent decision-making process. Advocacy representatives stressed the importance of informing the public in a timely fashion, providing accessible and clear information, and conducting equal outreach to community groups and populations to enable informed decision-making.

Representatives affirmed their role as resources for BART, highlighting the importance of negotiation, areas of agreement, and key advocacy experience and expertise. Additional CBOs, contacts and best practices were suggested as resources and models for future public participation.

### ***BART Website***

Numerous community members also provided comments regarding outreach and the PPP through the BART website. Website respondents commended the breadth and transparency of the draft Plan. The convenience, accessibility and appropriateness of meeting locations were highlighted as the most important factors in community member meeting attendance. Respondents suggested webcast or online meetings as a technique to increase meeting attendance. They also suggested that notice of meetings must be given effectively and in a well-timed manner, and that two-way communication between BART and the community will enable BART to gain trust within the community and public input to make a difference.

Website comments also provided general comments regarding system expansion in the Bay Area region, including eBART-related issues. Website respondents also expressed concerns on additional topics including: personal safety and BART police training, station amenities such as restrooms, a lack of parking, fares and discounts, and station announcements and information.

### ***BART Board Meeting***

On May 13, 2010, BART Board members and members of the public discussed Title VI Compliance. Representatives from the BART Chapter of the Service Employees International Union (SEIU), Urban Habitat, Public Advocates and other advocacy groups provided public comments at the Board Meeting. Participants recognized BART's recent efforts to meet Title VI requirements and, in general, consider the PPP as a positive first step towards reaching and more effectively involving low-income, minority and LEP resident populations. They agreed that the PPP provides an opportunity to work collaboratively with the community and interest groups, and appropriately includes transparency in the Goals and Guiding Principles and Performance Measures and Objectives sections.



Representatives also provided suggestions to improve the draft document. Participants noted that there needs to be a clear link articulated between the performance measures that help BART determine if it has effectively engaged and informed the public, and BART decision-making. Institutionalizing community input and involvement provides an opportunity to systematize public participation efforts. Representatives also encouraged Board Directors to regularly attend meetings in their districts, on a bi-weekly basis if possible, and engage in dialogue with community members at these meetings. Construction project development and implementation could also include standard public involvement and equity analysis procedures.

### *Additional Comments*

A few community members mailed comments on the Draft PPP directly to BART staff. The majority of mailed comments reflected an overall satisfaction with the Plan. One comment requested that, in the future, BART publications be made available electronically to conserve resources.







## Appendix A: Description of Mapping Task for Inclusive Public Participation Plan

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In developing BART's Inclusive Public Participation Plan, an extensive set of census tract maps were created to help ensure that meeting locations would be convenient for underrepresented groups. These maps helped Government and Community Relations pinpoint those tracts within BART's four-county service area which are predominantly:

- Asian/Pacific Islander
- Hispanic
- African American
- Low Income

Data for these maps were compiled from the US Census 2000.

The three ethnic groups mapped account for 92% of the minority population in BART's service area. {The other census minority groupings which were not mapped are: American Indian/Alaska Native (less than 1% of service area), some other race (less than 1%), and two+ races (7%).}

Low income was defined as less than 200% of the federal poverty level. This threshold is also used by the MTC to define low income in its "Transportation 2035 Equity Analysis Report." As a reference, for a single person household, 200% of the federal poverty level in 2008 was \$21,982. For a two adult, two child household, the 200% threshold was \$43,668. (Note that the data mapped are based on 2000 Census data as these are the only such data available at the tract level.)

### ***Determining ranges for maps***

In order to determine whether a tract was predominantly minority or low income, an average was first computed for the entire four-county service area. Those tracts below the service area average were assigned to the bottom range and shaded in grey on the maps. Those tracts at or above the service area average were assigned to the top three ranges and shaded appropriately on the maps.

As an example, in the four-county service area, African Americans account for 9.8% of the population. On the maps, census tracts in which the percentage of African Americans is less than 9.8% are shaded grey. Those tracts in which the percentage of African Americans is 9.8% or more are shown in shades of green on the map (where the darkest green represents tracts with the highest percentages of African Americans).











## NEWS RELEASE

#2010-022

Contact: Linton Johnson  
Communications Chief  
BART Communications Department  
510-464-7139 Desk  
510-899-2285 Pager  
[ljohnso@bart.gov](mailto:ljohnso@bart.gov)

March 29, 2010

FOR IMMEDIATE RELEASE

### **BART TARGETS MINORITY GROUPS TO HELP IMPROVE FARE & SERVICE POLICIES BART TO HOST 17 COMMUNITY MEETINGS IN 22 DAYS**

OAKLAND, CA – BART will be making sweeping improvements to the way it reaches out to minorities and other underrepresented communities before raising fares, changing service significantly or implementing other transportation decisions that affect riders.

Beginning, Wednesday, March 31, BART will embark on an ambitious and unprecedented public outreach strategy to hold 17 community events in just 22 days.

These series of community meetings will target minority and low-income communities along with those who have limited English skills. The purpose is to ask these typically underrepresented communities the most effective ways BART should reach out to them so agency officials have a better understanding of their needs before making major transportation decisions.

"As the BART district continues to grow and become richer with its diversity, we are looking for ways to expand and improve our outreach to minorities, women and other underrepresented communities particularly when we have significant changes to service or implement transportation decisions that affect all our customers," BART Board President James Fang said. "The goal of these meetings with these underrepresented communities is to renew our contact with them and listen to their recommendations on how to further enhance our outreach process so they are aware and a part of major transit decisions by BART. We want everyone to have the opportunity to shape BART's future. After all, BART belongs to the people of the Bay Area, and it's imperative our public outreach process reflects the diversity of the people who live here."

BART is encouraging people to attend these meetings in person if possible. The agency will provide refreshments. BART will also provide translation and child care services if requested 72 hours in advance. Those who need these services should visit [www.bart.gov](http://www.bart.gov) for more information.

Should people not be able to attend the meetings in person, they can still share their thoughts through a survey BART's posted on its website [www.bart.gov](http://www.bart.gov).

Complete details of all 17 meetings are at [www.bart.gov](http://www.bart.gov) or on the calendar on the next page.

--MORE--

San Francisco Bay Area Rapid Transit District ■ 300 Lakeside Drive ■ Oakland, CA 94612 ■ 510-464-6000

## BART's Public Participation Meetings - March/April 2010

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<p>5 Alameda County Oakland City Hall 1557 7th Street Oakland 6:30 - 8pm San Francisco County Valencia Gardens Community Room 390 Valencia Street San Francisco 6 - 7:30pm</p>	<p>6 Alameda County Oakland San Antonio Ctr Oakland City Hall Oakland 5:30 - 7pm San Francisco County Bayview YMCA 1601 Lane Street, SF 6 - 7:30pm Contra Costa County Pittsburg High School 250 School Street Pittsburg 6:30-8pm</p>	<p>31 Contra Costa County Oakland City Hall 2569 Bancroft Oakland 6:30 - 8pm Alameda County Fremont Library 2400 Stevenson Blvd. Fremont 6:30 - 8pm San Francisco County Civic Center 555 Ellis Street, SF 6 - 7:30pm</p>	<p>1 Contra Costa County Athletic High School 700 Washington Street Antioch 6:30 - 8pm Alameda County San Leandro Library 300 Educado Avenue San Leandro 6:30 - 8pm</p>	<p>2 Alameda County Hayward City Hall 7700 12th Ave Hayward 6:30 - 8pm</p>	<p>3</p>	<p>4</p>
<p>5 Alameda County Oakland City Hall 1557 7th Street Oakland 6:30 - 8pm San Francisco County Valencia Gardens Community Room 390 Valencia Street San Francisco 6 - 7:30pm</p>	<p>6 Alameda County Oakland San Antonio Ctr Oakland City Hall Oakland 5:30 - 7pm San Francisco County Bayview YMCA 1601 Lane Street, SF 6 - 7:30pm Contra Costa County Pittsburg High School 250 School Street Pittsburg 6:30-8pm</p>	<p>7 Contra Costa County Oakland City Hall 2569 Bancroft Oakland 6:30 - 8pm Alameda County Fremont Library 2400 Stevenson Blvd. Fremont 6:30 - 8pm San Francisco County Civic Center 555 Ellis Street, SF 6 - 7:30pm</p>	<p>8 San Francisco County Ocean Avenue Presbyterian Church Wills Hall 32 Ocean Avenue San Francisco 6 - 7:30pm</p>	<p>9 Alameda County South Berkeley St. Ctr. 2309 Ellis Street Berkeley 6:30 - 8pm</p>	<p>10 Contra Costa County El Cerrito Community Ctr. 7007 Mosser Lane El Cerrito 10 - 11:30am</p>	<p>11</p>
<p>12 San Francisco County Cameron House Main Hall 820 Sacramento Street San Francisco 6 - 7:30pm</p>	<p>13 Contra Costa County Pittsburg High School 250 School Street Pittsburg 6:30-8pm</p>	<p>14 Contra Costa County Oakland City Hall 2569 Bancroft Oakland 6:30 - 8pm</p>	<p>15</p>	<p>16</p>	<p>17</p>	<p>18</p>
<p>19</p>	<p>20</p>	<p>21 San Mateo County Saint Bruno's Church 665 W. San Bruno Ave. San Bruno 6 - 7:30pm</p>	<p>22</p>	<p>23</p>	<p>24</p>	<p>25</p>

# BART Community Meetings



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**Reuniones Comunitarias de BART** - Por favor únase a San Francisco Bay Area Rapid Transit District (BART) a medida que esta organización busca obtener sus opiniones y comentarios para lograr su participación y la de su comunidad en decisiones importantes relacionadas con el transporte. A continuación se incluye el horario de reuniones abiertas al público. Se cuenta con servicios de interpretación y cuidado infantil si los solicita con 72 horas de anticipación a la reunión. Se ofrecerán refrigerios.

**BART 社區會議** - 為使您和您的社區都能更好地參與重大運輸項目的決策過程，舊金山灣區捷運局 (BART) 想徵求您的意見，請踴躍參加。以下是公開會議的時間表。如需翻譯和托兒服務，請於會議開始前 72 小時提出申請。現場有茶點招待。

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**Собрания обществности BART** - Пожалуйста, посетите собрания, организовываемые Отделом быстрого транзита района залива Сан-Франциско (the San Francisco Bay Area Rapid Transit District, BART). Нам интересно узнать Ваше мнение о том, как BART может привлекать Вас и общественность к принятию критически важных решений относительно транспорта. Ниже приведен график собраний, на которые открыт доступ общественности. Услуги переводчиков и уход за детьми предоставляются, если эти услуги запрашиваются за 72 часа до собрания. Будет подаваться легкая закуска.

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June Garrett, BART Government & Community Relations • (510) 464-6257 or jgarret@bart.gov

## FREMONT

Wednesday, March 31

6:30 pm – 8:00 pm

Fremont Library, Fukaya Room B

2400 Stevenson Blvd.

## SAN LEANDRO

Thursday, April 1

6:30 pm – 8:00 pm

San Leandro Library, Estudillo Room

300 Estudillo Avenue

## HAYWARD (near Hayward BART)

Friday, April 2

6:30 pm – 8:00 pm

City Hall, Room 2A

777 B Street

## OAKLAND (across from West Oakland BART)

Monday, April 5

6:30 pm – 8:00 pm

Mandela Gateway

1350 7th Street

## OAKLAND (near Fruitvale BART)

Tuesday, April 6

5:30 pm – 7:00 pm

San Antonio Neighborhood Community Ctr.

2325 East 12th Street

## BERKELEY (near Ashby BART)

Friday, April 9

6:30 pm – 8:00 pm

South Berkeley Senior Ctr.

2939 Ellis Street

[www.bart.gov](http://www.bart.gov)

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Molly Burke, BART Government & Community Relations • (510) 464-6172 or mburke@bart.gov

## TENDERLOIN

Wednesday, March 31  
6:00 pm – 7:30 pm  
Cova Hotel, 8th Floor Meeting Room  
655 Ellis Street, San Francisco

## MISSION

Monday, April 5  
6:00 pm – 7:30 pm  
Valencia Gardens, Community Room  
390 Valencia Street, San Francisco

## BAYVIEW

Tuesday, April 6  
6:00 pm – 7:30 pm  
Bayview YMCA, Community Room  
1601 Lane Street, San Francisco

## EXCELSIOR

Thursday, April 8  
6:00 pm – 7:30 pm  
Ocean Avenue Presbyterian Church, Willis Hall  
32 Ocean Avenue, San Francisco

## CHINATOWN

Monday, April 12  
6:00 pm – 7:30 pm  
Cameron House, Main Hall  
920 Sacramento Street, San Francisco

## SAN BRUNO

Wednesday, April 21  
6:00 pm – 7:30 pm  
Saint Bruno's Church, Parish Hall  
555 West San Bruno Avenue, San Bruno

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**Собрания общественности BART** - Пожалуйста, посетите собрания, организовываемые Отделом быстрого транзита района залива Сан-Франциско (the San Francisco Bay Area Rapid Transit District, BART). Нам интересно узнать Ваше мнение о том, как BART может привлекать Вас и общественность к принятию критически важных решений относительно транспорта. Ниже приведен график собраний, на которые открыт доступ общественности. Услуги переводчиков и уход за детьми предоставляются, если эти услуги запрашиваются за 72 часа до собрания. Будет подаваться легкая закуска.

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Walter Gonzales, BART Government & Community Relations • (510) 464-6428 or wgonzal@bart.gov

## **RICHMOND**

Wednesday, March 31

9:00 am – 10:00 am

Catholic Charities of the East Bay,

English Action Center at Grace Lutheran Church  
2369 Barrett Avenue

## **ANTIOCH, OAKLEY, BRENTWOOD**

Thursday, April 1

6:30 pm – 8:00 pm

Antioch High School

700 West 18th Street

## **PITTSBURG**

Tuesday, April 6

6:30 pm – 8:00 pm

Pittsburg High School

250 School Street

## **EL CERRITO**

Saturday, April 10

10:00 am – 11:30 am

El Cerrito Community Center

7007 Mooser Lane

## **CONCORD, PLEASANT HILL**

Wednesday, April 14

6:30 pm – 8:00 pm

Cambridge Elementary

1135 Lacey Lane

[www.bart.gov](http://www.bart.gov)



# BART wants to hear from you!

Please join The San Francisco Bay Area Rapid Transit District (BART) as it seeks input from you regarding how to engage you and your community in critical transportation decisions. Below is a schedule of meetings open to the public. Translation services and child care are available if requested 72 hours prior to the meeting. Refreshments will be served.

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**BART 社區會議** - 為使您和您的社區都能更好地參與重大運輸項目的決策過程，舊金山灣區捷運局 (BART) 想徵求您的意見，請踴躍參加。以下是公開會議的時間表。如需翻譯和托兒服務，請於會議開始前 72 小時提出申請。現場有茶點招待。

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## Monday, April 5

MISSION, SF  
6:00 pm – 7:30 pm  
Valencia Gardens,  
Community Room  
390 Valencia Street

OAKLAND  
(across from West Oakland BART)  
6:30 pm – 8:00 pm  
Mandela Gateway  
1350 7th Street



## Tuesday, April 6

BAYVIEW, SF  
6:00 pm – 7:30 pm  
Bayview YMCA,  
Community Room  
1601 Lane Street

OAKLAND  
(near Fruitvale BART)  
5:30 pm – 7:00 pm  
San Antonio Neighborhood  
Community Center  
2325 East 12th Street

PITTSBURG  
6:30 pm – 8:00 pm  
Pittsburg High School  
250 School Street

## Thursday, April 8

EXCELSIOR, SF  
6:00 pm – 7:30 pm  
Ocean Avenue Presbyterian  
Church, Willis Hall  
32 Ocean Avenue

Friday, April 9  
BERKELEY  
(near Ashby BART)  
6:30 pm – 8:00 pm  
South Berkeley Senior Center  
2939 Ellis Street

Saturday, April 10  
EL CERRITO  
10:00 am – 11:30 am  
El Cerrito Community Center  
7007 Moers Lane

## Monday, April 12

CHINATOWN, SF  
6:00 pm – 7:30 pm  
Cameron House, Main Hall  
920 Sacramento Street

## Wednesday, April 14

CONCORD  
6:30 pm – 8:00 pm  
Cambridge Elementary  
1135 Lacey Lane

## Wednesday, April 21

SAN BRUNO  
6:00 pm – 7:30 pm  
Saint Bruno's Church, Parish Hall  
555 West San Bruno Avenue

[www.bart.gov/meetings](http://www.bart.gov/meetings)

For more details: / Para más información: / 欲知詳情: / Để biết thêm chi tiết: / Para sa karagdagang detalye: /

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San Francisco/San Mateo Counties • Molly Burke, BART Government & Community Relations • (510) 464-6172 or [mburke@bart.gov](mailto:mburke@bart.gov)

Alameda County • June Garrett, BART Government & Community Relations • (510) 464-6257 or [jgarrett@bart.gov](mailto:jgarrett@bart.gov)

Contra Costa County • Walter Gonzales, BART Government & Community Relations • (510) 464-6428 or [wgonzal@bart.gov](mailto:wgonzal@bart.gov)

# Community Group Loses City Funding

By: Anrica Deb | February 26, 2010 – 7:00 am

Mission Community Council announced it's losing the better half of its funding as the city tightens its belt in an increasingly grim budget climate. Members met Thursday morning to discuss the repercussions.

The council functions as an umbrella, connecting over 50 community groups in the Mission District.

The most concrete result of budget changes is the handoff of the group's Plaza 16 project. Its original purpose was to bring events to the plaza at the 16<sup>th</sup> Street BART station, making the area safer and friendlier. Intersection for the Arts will take over the project.

BART representative Molly Burke said that they hoped there was a way to save the Plaza 16 project, and noted that BART wants to improve its outreach into the Mission community and will hold a meeting for that purpose some time in April.

Sixty-two percent of the council's funding comes from the Community Convener Initiative, which is getting cut for 2010-2011. That means a reduction in hours for its director and only salaried staff member, Emily Claassen.

Claassen had planned to leave the organization to start something new but agreed to stay on at 20-30 hours per week to help the council through a tough spot.

The organization isn't fighting the cuts, since the money came from the city's Department of Children, Youth, and Families.

"It's more important that kids get after school programs," said Crystal Vann Wallstrom, a volunteer board member. If the council's funding was saved, money might get shaved from kids programs or other services that the council deems more critical.

She said the council will be looking for creative ways to keep functioning on a shoestring. "It's a beloved project," Vann Wallstrom said.

**Several members at the meeting had unrelated announcements:**

New Door Ventures, which works with youth 17-21, will be holding a group orientation on March 4 at 3:30.

The Women's Building representative said it has an immigrant food pantry open for anyone who self-identifies as an immigrant. She said that people who make less than \$52,000 per year are eligible to have their taxes done for free in San Francisco. Call 211 for details.

La Cocina will be launching a cart vending program where they would purchase carts and rent them to vendors, if they get a grant from Pepsi. Supporters have to vote for their idea – when it's up – for them to get the funding.

The Boys and Girls Club will start summer enrollment on March 28. It'll be \$10 for the whole summer. Also the club is provided tax services from 4-8 p.m. on Tuesdays.

District 9 Supervisor David Campos' office asked everyone to come support legislation to give due process to immigrant kids during a public Rules Committee hearing Thursday March 4 in room 263.

Community United Against Violence is having a meeting about how the community can respond to violence in a way that avoids police and prisons. That will be April 15 from 7-9 at 170A Capp Street.

Plaza Adelante will be having a March 6 grand opening street festival at 230 Mission, near 19<sup>th</sup>.

### CHURCH ANNOUNCEMENT

1. As announced last Sunday, today's Second Collection is for the support of the **Diocese of Bangued**, the home diocese of Fr. Michael.
2. The yearly **Appreciation Dinner** at which we honor all who help at our parish, will take place tomorrow night/tonight at seven p.m. at the parish hall.
3. The Annual Mass in honor of the Blessed Mother under her title as *Our Lady of Manaoag* will be next Sunday, April 25, at 3PM starting with a rosary at 2:30 p.m.
4. The **Parish Pastoral Council** meeting will be on Thursday, April 22, at 7PM, at the Conference hall.
5. Everyone is cordially invited to the **BART Community Outreach Meeting** on *Wednesday, April 21<sup>st</sup> from 6:00 pm to 7:30 pm* at the Parish Hall. Translation services and child care are available if requested by Monday, April 19<sup>th</sup> through the Parish Office. Refreshments will be served. We need at least 30-50 people to attend. We encourage the different communities to send representatives to attend this important meeting.

Fr. Michael B. Brillantes





## Aviso de BART para la Comunidad

### Notificación

# Notificación de Actualizaciones de Electrificación Para la Estación BART de 24<sup>th</sup> Street/Mission

Mayo del 2010

Estimado(a) Miembro de la Comunidad:

En la Estación BART de 24<sup>th</sup> Street/Mission se realizarán dos proyectos de reemplazo esencial de componentes eléctricos. Para ambos proyectos, la remoción e instalación de los equipos se producirá principalmente por la noche los fines de semana durante las horas de inactividad.

El primer proyecto es el reemplazo eléctrico de PG&E de equipos obsoletos de Interruptores de Transferencia Automática (ATS). Este proyecto requiere el uso de un generador que suministre ininterrumpidamente energía eléctrica a la estación durante las obras de reemplazo. El generador será colocado en la plaza de BART y estará en constante funcionamiento durante tres días desde las 3:00 a.m. del viernes, 14 de mayo del 2010 hasta las 3:00 a.m. del lunes, 17 de mayo del 2010. Para contactar al Proyecto de Interruptores de Transferencia Automática, llame a Molly Burke al 510.464.6172.

El segundo proyecto es parte del Proyecto de Modernización de las Estaciones BART para reemplazar equipos eléctricos obsoletos en la Estación BART de 24<sup>th</sup> Street/Mission. Los equipos eléctricos —interruptores de 480 voltios— garantizan el suministro eléctrico a funciones esenciales para el funcionamiento de los trenes y de la estación, como protección contra incendios, equipos de venta de boletos e iluminación. Se instalará en el lugar un generador de apoyo para uso en caso de emergencia. Estas obras se realizarán justo después de finalizar el proyecto de reemplazo de los equipos eléctricos de PG&E el 17 de mayo del 2010 y se calcula que terminarán a mediados de junio del 2010. Para contactar al Proyecto de Interruptores de Transferencia Automática de 480 voltios, llame a Sharla Sullivan al 510.287.4982.

Esta estación es una de las muchas estaciones donde se tiene previsto instalar los interruptores de 480 voltios y los Interruptores de Transferencia Automática de PG&E. Se avisará con anticipación al público acerca de cualquier obra en las estaciones. Como siempre, la seguridad es la prioridad más importante para BART. Nuestra meta es modernizar BART lo más rápidamente posible sin interrumpir los servicios que ofrece BART. Gracias por su paciencia y cooperación.

**Notificación 008 Interruptores**

## BART Community Meetings



Please join The San Francisco Bay Area Rapid Transit District (BART) as it seeks input from you regarding how to engage you and your community in critical transportation decisions. Below is a schedule of meetings open to the public. Translation services and child care are available if requested 72 hours prior to the meeting. Refreshments will be served.

### ALAMEDA COUNTY

For more info contact June Garrett, BART Government & Community Relations, (510) 464-6257 or jgarret@bart.gov

#### FREMONT

Wednesday, March 31  
6:30 pm - 8:00 pm  
Fremont Library, Fukaya Room B  
2400 Stevenson Blvd.

#### OAKLAND

(across from West Oakland BART)  
Monday, April 5  
6:30 pm - 8:00 pm  
Mandela Gateway  
1350 7th Street

#### SAN LEANDRO

Thursday, April 1  
6:30 pm - 8:00 pm  
San Leandro Library, Estudillo Room  
300 Estudillo Avenue

#### OAKLAND

(near Fruitvale BART)  
Tuesday, April 6  
5:30 pm - 7:00 pm  
San Antonio Neighborhood  
Community Ctr.  
2325 East 12th Street

#### HAYWARD (near Hayward BART)

Friday, April 2  
6:30 pm - 8:00 pm  
City Hall, Room 2A  
777 B Street

#### BERKELEY

(near Ashby BART)  
Friday, April 9  
6:30 pm - 8:00 pm  
South Berkeley Senior Ctr.  
2939 Ellis Street

### CONTRA COSTA COUNTY

For more info contact Walter Gonzales, BART Government & Community Relations, (510) 464-6428 or wgonzal@bart.gov

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Wednesday, March 31  
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English Action Center  
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Saturday, April 10  
10:00 am - 11:30 am  
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7007 Mopac Lane

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6:30 pm - 8:00 pm  
Cambridge Elementary  
1130 Lacey Lane

#### PITTSBURG

Tuesday, April 6  
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Pittsburg High School  
250 School Street

### SAN FRANCISCO/SAN MATEO COUNTIES

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#### TENDERLOIN

Wednesday, March 31  
6:00 pm - 7:30 pm  
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655 Ellis Street, San Francisco

#### EXCELSIOR

Thursday, April 8  
6:00 pm - 7:30 pm  
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Monday, April 12  
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Cameron House, Main Hall  
920 Sacramento Street, San Francisco

#### BAYVIEW

Tuesday, April 6  
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Bayview YMCA, Community Room  
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#### SAN BRUNO

Wednesday, April 21  
6:00 pm - 7:30 pm  
Saint Bruno's Church, Parish Hall  
555 West San Bruno Ave., San Bruno

[www.bart.gov](http://www.bart.gov)

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Oakland post

## Reuniones Comunitarias de BART



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EL MENSAJERO

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350 Valencia Street, San Francisco

**BAYVIEW**  
Tuesday, April 6  
6:00 pm - 7:30 pm  
Bayview YMCA, Community Room  
1601 Lane Street, San Francisco

**EXCELSIOR**  
Thursday, April 8  
6:00 pm - 7:30 pm  
Ocean Ave Presbyterian Church, Willis Hall  
32 Ocean Avenue, San Francisco

**CHINATOWN**  
Monday, April 12  
6:00 pm - 7:30 pm  
Cameron House, Main Hall  
920 Sacramento Street, San Francisco

**SAN BRUNO**  
Wednesday, April 21  
6:00 pm - 7:30 pm  
Saint Bruno's Church, Parish Hall  
555 West San Bruno Ave, San Bruno

[www.bart.gov](http://www.bart.gov)

4 col. 4.71" x 5.75"  
El Mundo

## BART 社區會議



為使您和您的社區都能更好地參與重大運輸項目的決策過程，舊金山灣區捷運局(BART)想徵求您的意見，請踴躍參加。以下是公開會議的時間表。如需翻譯和托兒服務，請於會議開始前72小時提出申請。現場有茶點招待。

### ALAMEDA COUNTY

欲知詳情: June Garrett, BART Government & Community Relations, (510) 464-6257 or jgarret@bart.gov

#### FREMONT

Wednesday, March 31  
6:30 pm - 8:00 pm  
Fremont Library, Fukaya Room B  
2400 Stevenson Blvd.

#### OAKLAND (across from West Oakland BART)

Monday, April 5  
6:30 pm - 8:00 pm  
Mandela Gateway  
1350 7th Street

#### SAN LEANDRO

Thursday, April 1  
6:30 pm - 8:00 pm  
San Leandro Library, Estudillo Room  
300 Estudillo Avenue

#### OAKLAND (near Fruitvale BART)

Tuesday, April 6  
5:30 pm - 7:00 pm  
San Antonio Neighborhood Community Ctr.  
2325 East 12th Street

#### HAYWARD (near Hayward BART)

Friday, April 2  
6:30 pm - 8:00 pm  
City Hall, Room 2A  
777 B Street

#### BERKELEY (near Ashby BART)

Friday, April 9  
6:30 pm - 8:00 pm  
South Berkeley Senior Ctr.  
2939 Ellis Street

### CONTRA COSTA COUNTY

欲知詳情: Walter Gonzales, BART Government & Community Relations, (510) 464-6428 or wgonzal@bart.gov

#### RICHMOND

Wednesday, March 31  
9:00 am - 10:00 am  
Catholic Charities of the East Bay,  
English Action Center at Grace Lutheran Church  
2369 Barrett Avenue

#### EL CERRITO

Saturday, April 10  
10:00 am - 11:30 am  
El Cerrito Community Center  
7007 Moeser Lane

#### ANTIOCH, OAKLEY, BRENTWOOD

Thursday, April 1  
6:30 pm - 8:00 pm  
Antioch High School  
700 West 18th Street

#### CONCORD, PLEASANT HILL

Wednesday, April 14  
6:30 pm - 8:00 pm  
Cambridge Elementary  
1135 Lacey Lane

#### PITTSBURG

Tuesday, April 6  
6:30 pm - 8:00 pm  
Pittsburg High School  
250 School Street

### SAN FRANCISCO/SAN MATEO COUNTIES

欲知詳情: Molly Burke, BART Government & Community Relations, (510) 464-6172 or mburke@bart.gov

#### TENDERLOIN

Wednesday, March 31  
6:00 pm - 7:30 pm  
Cova Hotel, 8th Floor Meeting Room  
655 Ellis Street, San Francisco

#### EXCELSIOR

Thursday, April 8  
6:00 pm - 7:30 pm  
Ocean Ave Presbyterian Church, Willis Hall  
32 Ocean Avenue, San Francisco

#### MISSION

Monday, April 5  
6:00 pm - 7:30 pm  
Valencia Gardens, Community Room  
390 Valencia Street, San Francisco

#### CHINATOWN

Monday, April 12  
6:00 pm - 7:30 pm  
Cameron House, Main Hall  
920 Sacramento Street, San Francisco

#### BAYVIEW

Tuesday, April 6  
6:00 pm - 7:30 pm  
Bayview YMCA, Community Room  
1601 Lane Street, San Francisco

#### SAN BRUNO

Wednesday, April 21  
6:00 pm - 7:30 pm  
Saint Bruno's Church, Parish Hall  
555 West San Bruno Ave., San Bruno

[www.bart.gov](http://www.bart.gov)

unit 6  
5.825" x 5.980"  
Sing Tao

# Saint Bruno Church



EASTER SUNDAY: *Resurrection of the Lord*

APRIL 4, 2010



© J. S. Peluch Co., Inc.

*"The Little Parish with a Big Heart"*

555 West San Bruno Avenue  
San Bruno, CA 94066

Telephone: 650/588-2121  
Fax: 650/588-6087

Website: [www.saintbrunos.org](http://www.saintbrunos.org)

## OFFICE HOURS/HORAS DE OFICINA

Monday - Saturday:  
9:00 A.M. - 1:00 P.M. & 2:00 P.M. - 5:00 P.M.

## RELIGIOUS EDUCATION OFFICE:

650/588-2121 Ext. 14

## PASTORAL STAFF/PERSONAL PARROQUIAL

Rev. Michael Brillantes	Administrator
Rev. Santos Rodriguez,	Parochial Vicar
Rev. Mr. Joseph H. Lavulo	Deacon
Rev. Mr. Ramon de la Rosa	Deacon
Bea Zamora	Admin. Assistant
Aulola Lavulo	Pastoral Council Chair
Maritza Aberouette	Finance Council Chair
Kacey Carey	DRE
Teresa Navarro	Catecismo (Español)
Veronica Rodriguez	Confirmation
Kathy Bassett	R.C.I.A.
Marco Carranza	Maintenance

## MASS SCHEDULE/HORARIO DE MISAS:

Sunday 8:00 A.M., 12:00 P.M., 6:00 P.M.

Domingo 10:00 A.M. *Spanish*

Saturday 8:00 A.M., 4:30 P.M. (Vigil)

Sabado 7:00 P.M. (Vigilia)

Weekdays 8:00 A.M., 6:00 P.M. except Wed. 7:00 P.M.

1ST FRIDAYS & HOLY DAYS: 8:00 A.M. & 7:00 PM

Pilipino Mass bawat huling Linggo ng buwan 3:00 P.M.

ANOIDING OF THE SICK/UNCION DE LOS ENFERMOS:

Please call parish office when you know of anyone who would like to receive the sacraments but is unable to come to the church.

*Favor de llamar a la Oficina cuando usted sepa de alguien que quisiera recibir los sacramentos pero no puede venir a la Iglesia.*

## BAPTISMS/BAUTIZOS:

Primer Sábado: 11:00 A.M. Clase Pre-Bautismal

Segundo Sábado: 12:00 P.M. Bautismos

Third Saturday: 11:00 A.M. Baptismal Class

Fourth Saturday: 12:00 P.M. Baptisms

## CCD SCHEDULE/CATECISMO:

Grades 1 - 7 Saturdays: 9:00 A.M. - 11:00 A.M.

## CONFIRMATION CLASS:

Grades 8-12 Monday 6:00 P.M. Mass

## CONFESSIONS/CONFESIONES:

Saturdays: 3:30 P.M. to 4:30 P.M.

Wednesdays: 6 pm to 7 pm then 8 pm—10 pm

## MARRIAGE/MATRIMONIO:

Arrangements must be made at least six months before the tentative date of the marriage. *Hacer arreglos por lo menos seis meses antes de la fecha de la boda.*

## RCIA (RITE OF CHRISTIAN INITIATION OF ADULTS):

For all adults Interested In the Catholic Faith; those preparing to receive the Sacraments: Thursdays 7:30 P.M.

## RICA (INICIACIÓN PARA ADULTOS):

*Para adultos interesados en la Fe Católica, por favor de llamar a la Oficina Parroquial.*

## WELCOME TO ST. BRUNO CHURCH/BIENVENIDOS

At our Sunday Mass, we come together from all our small communities and celebrate our oneness in Christ. Take a little time to get to know the folks you are celebrating Mass with. *En nuestra misa del domingo todas nuestras pequeñas comunidades nos juntamos para celebrar nuestra unión con Cristo. Tomen un poco de tiempo y trate de conocer a la persona que está a su lado acompañándolo en la Misa.*

Bulletin Deadline: Monday 4:30 PM



## OUR WEEK AT A GLANCE/ NUESTRA SEMANA A LA VISTA

CHURCH ANNOUNCEMENTS/  
ANUNCIOS COMUNITARIOS

Next Sunday, April 11, is Divine Mercy Sunday. Fr. Albert Fasina of the Diocese of Ljebu-Ode, Nigeria will be here for the Mission Appeal. He will preach at all the Masses.



There will be a celebration of the 10<sup>th</sup> Year Anniversary of the devotion to Our Lady of Manaoag. A Thanksgiving Mass will be celebrated on Tuesday, April 21, at 6PM. Reception follows after the Mass.

Thank  
you!

To all those who helped in making the Holy Week celebration a success, our profound thanks.



The raffle draw for the free trip to the Holy Land will take place after the 12NN Mass. There are still tickets available. For the price of \$10 you get the chance of joining the trip for free to the Holy Land on Oct. 12

## BART Community Outreach

Kindly mark your calendar. Please join the S.F. Bay Area Rapid Transit District (BART) as it seeks input from you regarding how to engage you and your community in critical transportation decisions. Translation services and child care are available if requested 72 hours prior to the meeting. Refreshments will be served.

St. Bruno Church, Parish Hall  
6:00 p.m. — 7:30 p.m.

555 W. San Bruno Ave, San Bruno

For more information, please call the parish office.



May we all have  
A Very Blessed  
Easter Season!

## WEEKLY CALENDAR/CALENDARIO SEMANAL

Saturday, April 3rd/Sábado 3 de Abril

9 A.M. CCD Classes (ALL HALLS)

12 P.M. Baptism (CHURCH)

Sunday, April 4th/Domingo, 4 de Abril

4:30 PM God the Father Devotion (CHURCH)

Monday, April 5th/Lunes, 5 de Abril

6 P.M. Confirmation Students (CHURCH)

7 P.M. Couples For Christ (ST. GABRIEL'S HALL)

7 P.M. Esqupulas (UPPER ROOM)

Tuesday, April 6th/Martes, 6 de Abril

7 P.M. Estudio de Biblia (MAIN HALL)

7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM2)

7 P.M. Legion de Maria (ST. GABRIEL'S HALL)

8 P.M. Tongan Choir rehearsal (CHURCH)

Wednesday, April 7th/Miércoles, 7 de Abril

6 P.M. Our Lady's Prayer Group (CHURCH) Novena to OLPH

6:30 PM Soldiers of Christ (UPPER ROOM)

Thursday, April 8th/Jueves 8 de Abril

7 P.M. Legion de Maria (ST. GABRIEL'S HALL)

8 P.M. Tongan Choir (CHURCH)

Friday, April 9th/Viernes 9 de Abril

5:30 PM Alma de Cristo Hispanic Choir (UPPER ROOM)

7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM)

7 P.M. La Purísima (ST. MICHAEL'S big room)

Saturday, April 10th/10 de Abril

9 A.M. CCD Classes (ALL HALLS)

Sunday, April 11th/11 de Abril DIVINE MERCY SUNDAY

1:30 P.M.—3 P.M. Confession

3 P.M. Divine Mercy Special Mass

REJOICE IN THE LORD ALWAYS



## WORLDWIDE MARRIAGE ENCOUNTER

"I continue my pursuit toward the goal, the prize of God's upward calling, in Christ Jesus!" A Christian marriage is part of our journey to Heaven. Let Worldwide Marriage Encounter strengthen your marriage as you make this journey. Call Paul and Yvonne at (650)366-7093 or go to [sf.lovemoredeeply.org](http://sf.lovemoredeeply.org). Next SF-WWME Weekend: April 9-11, San Mateo.

# Saint Bruno Church



THIRD SUNDAY OF EASTER

APRIL 18, 2010



*"Worthy is the Lamb that was slain to receive power and riches, wisdom and strength, honor and glory and blessing."*

- Revelation 5:12

## *"The Little Parish with a Big Heart"*

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Lupita Mendoza	Front Desk Secretary
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Bulletin Deadline: Monday 4:30 PM



## OUR WEEK AT A GLANCE/ NUESTRA SEMANA A LA VISTA

CHURCH ANNOUNCEMENTS/  
ANUNCIOS COMUNITARIOS**11th YEAR MANAOAG ANNIVERSARY**

The Annual Mass in honor of our Blessed Mother under her title as *Our Lady of Manaoag* will be next Sunday, April 25th at 3:00 p.m. starting with the rosary at 2:30 p.m. Everyone is welcome to attend.

**RAFFLE PRIZE WINNER FOR THE HOLY LAND:**

Congratulations to LUZ FERRER who won the free trip to the Holy Land on October 12th during the drawing last Easter Sunday.

Our Second Collection last Sunday for the Missionary Cooperation Plan Appeal 2010 for the Diocese of Ijebu-Ode in Nigeria came up to \$4,946.49.

Fr. Albert Fasina preached at the Masses. Thank you for your generosity!

Next week's **SECOND COLLECTION** is for the **Black and Indian Home Missions & Catholic Home Missions**. Please be generous!

**BART COMMUNITY OUTREACH**

Everyone is cordially invited to attend the BART



Community Outreach Meeting on Wednesday, April 21st from 6:00 pm—7:30 pm. at the Parish Hall.

BART seeks input from our communities in critical transportation decisions. Translation services and child care are available if requested by Monday, April 19, through the Parish Office. Representatives from different communities are strongly encouraged to attend this important meeting. We hope to have a minimum of 30 people in attendance. Refreshments will be served.

Todos estan cordialmente invitados a atender la junta del comité del BART el Miércoles 21 de Abril de las 6:00 p.m. a las 7:30 p.m. en el Salon Parroquial. Es una junta importante esperamos su asistencia. Se ofreceran refrigerios.

**YOUR CONTRIBUTION / SU CONTRIBUCION**

*Thank You* We are grateful for your consistent financial support each Sunday. Please remember us in prayer and offering even when you are not able to be present. Agradecemos mucho su ayuda financiera de cada semana. Por favor recuérdenos en sus oraciones y en sus ofrendas aun cuando no pueda estar presente.

**APRIL 10th—11th Divine Mercy Sunday**

1st Collection: \$4,497.40 2nd Collection: \$4,946.49

**WEEKLY CALENDAR/CALENDARIO SEMANAL**

*Saturday, April 17 Sábado, 17 de Abril*

8:30 AM CCD English/Spanish (ALL HALLS)

11 A.M. CCD Teachers' Meeting (ST. MICHAEL'S)

11 A.M. Baptismal Class (CHURCH)

12 P.M. Baptism (CHURCH)

*Sunday, April 18 Domingo, 18 de Abril*

1 - 6 PM Movimiento Familia Cristiana Catolico (MAIN HALL)

*Monday, April 19 Lunes, 19 de Abril*

6 P.M. Confirmation Classes (ALL HALLS)

7 P.M. Esquípulas (UPPER ROOM)

7 P.M. Couples For Christ (ST. GABRIEL'S HALL)

*Tuesday, April 20 Martes, 20 de Abril*

6 P.M. St. Vincent de Paul (UPPER ROOM)

7 P.M. Estudio de Biblia (MAIN HALL)

7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM2)

7 P.M. Legion de Maria (ST. GABRIEL'S HALL)

8 P.M. Tongan Choir rehearsal (CHURCH)

*Wednesday, April 21 Miércoles, 21 de Abril*

6 P.M. Our Lady's Prayer Group (CHURCH) Novena to OLPH

6 P.M. BART Community Outreach Meeting (MAIN HALL)

6:30 PM Soldiers of Christ (UPPER ROOM)

7 P.M. Our Lady's Prayer Group Mass (CHURCH)

7 P.M. Tongan Faith Sharing Community (RECTORY)

*Thursday, April 22 Jueves, 22 de Abril*

7 P.M. Pastoral Council (CONFERENCE ROOM)

7 P.M. Legion de Maria (ST. GABRIEL'S)

8 P.M. Tongan Choir (CHURCH)

8 P.M. Couples for Christ Choir (ST. MICHAEL'S)

*Friday, April 23 Viernes, 23 de Abril*

5:30 PM Alma de Cristo Hispanic Choir (UPPER ROOM)

7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM)

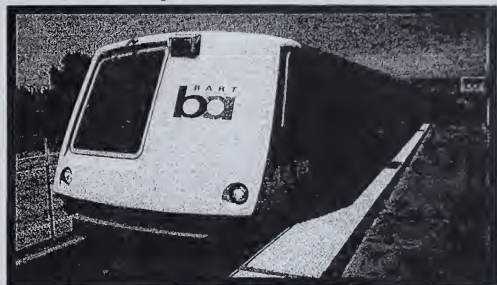


© U.S. Catholic Church





**Desea escuchar sus  
opiniones y comentarios!**



**Comparta  
sus ideas**

**Miércoles  
14 de Abril**

**y**

**El siguiente**

**Miércoles  
28 de Abril**

**6:30-8:00 pm**

**Cambridge  
Elementary  
1135 Lacey Lane  
Concord, 94520**

**Cuidado de Niños  
Se ofrecerá traducción y  
bocadillos ligeros**

**BART, el socio reciente de MCP, esta  
interesado en saber su opinión.**

**Que es lo que BART debiera  
hacer en su vecindario?**

**Únase con nosotros en dos reuniones:  
La primera para aportar su opinión y la  
siguiente para continuar la conversación  
Es su turno de ser escuchado!**



**Monument Community Partnership  
Aportando valor a la comunidad sirviendo a los demás**

**1760 Clayton Rd, Concord 94520 925-808-7392  
[www.monumentcommunity.org](http://www.monumentcommunity.org)**



**Wants to hear from you!**

**Give your input**

**Wednesday**

**April 14th**

**&**

**Follow up**

**Wednesday**

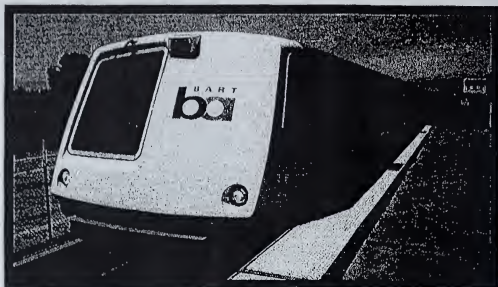
**April 28th**

**6:30-8:00 pm**

**Cambridge Elementary**

**1135 Lacey Lane**

**Concord, 94520**



**Child Care,  
Translation, and  
Refreshments**

**MCP's new partner, BART,  
cares about what you think.**

**What should BART do  
in our community?**

**Join us for 2 meetings:  
one to give input and one for follow up.**

**It's your turn to be heard!**



**Monument Community Partnership**  
**Adding value to the community through service to others**

**1760 Clayton Rd, Concord 94520 925-808-7392**

**[www.monumentcommunity.org](http://www.monumentcommunity.org)**







## Appendix C: Public Participation Survey Results

A total of 1,380 surveys were submitted. Results received are detailed below.

**Question 1:** How important are each of the following in your decision to attend a meeting to discuss BART-related issues?

	Very Important	% of Total*	Somewhat Important	% of Total*	Not Important	% of Total*	No Answer
Topics of interest that affect me directly	637	81%	125	16%	29	3%	791
Co-sponsored by a familiar community-based organization	416	55%	223	30%	115	15%	754
Childcare provided during the meeting	356	46%	180	24%	232	30%	768
Refreshments served	663	59%	253	23%	204	18%	1120
Convenient time and location of meeting	784	78%	199	20%	25	2%	1008
Translation services available	441	59%	93	12%	219	29%	753

\*Note: for Question 1, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

Any other ways to make it easier for you to attend?

- 6 am meetings or at a BART station
- After 7 pm
- An online meeting (webinar) would be ideal
- At a BART-able location
- Available via webex with video would be nice
- Better communication about these meetings. I was not aware of the meetings until it was too late.
- Close to BART, disability accessible, alternative formats of handouts available
- Close to my home
- Close to public transportation. Not during typical work hours.
- Communicate events in advance in overt way
- Evening meetings near BART
- Free transportation from BART (Repeated by two respondents)
- Have meeting closer to BART stations
- In Public Library close to where I live
- In San Francisco
- Keep meeting short and to the point.
- Knowing when and where the meeting will be
- Knowing when these meetings are, I didn't know about the Tenderloin meetings.
- Live online video feed
- Live stream on computer, with ability to make public comment via computer
- Locations close to a BART station
- More publicity
- Near a BART station with free parking available
- Near transit
- Nearby
- On a Saturday
- On-line access
- Online forum
- Online video
- Please have a place with better parking
- Plenty of advance notice
- Position of the meeting's speaker
- Provide free transportation. Can't budget extra trips
- Public transport available
- Respect comments, follow up with actions
- Schedule them during outside of work hours.
- Shuttle service
- That the meeting location is safe for all of us.
- That they talk about the price for children to take BART because it's really expensive in comparison to other cities.
- Time in my life
- Virtual - online
- Web conference the meetings
- Webchat
- Webex, teleconference, etc
- Weekend

\*Note: for both Questions 2 and 3, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Question 2. When would you prefer to attend a meeting? (select only one)

	No. selected	% of Total*
During business hours (8:00 am to 5:00 pm)	130	10%
Evenings (6:00 pm to 9:00 pm)	484	39%
Weekends	643	51%
No answer given	123	N/A

Question 3. What is the best way to notify you about an upcoming meeting or event? (select only one)

	No. selected	% of Total*
Email notice	255	20%
Postcard or letter in mail	549	44%
Ad in newspaper	25	2%
BART's website	97	8%
Announcement from community group (religious, political, etc.)	113	9%
Telephone	173	14%
Multiple choices made	1	0%
Other	37	3%
No answer given	130	N/A

Specific newspapers identified:

- Argus
- Day / Journal News
- Mo Magazine (Vietnamese)
- World's Journal (identified on Chinese survey)
- Daily Review (identified by Spanish speaker)
- Chinese newspapers (China Press, Sing Tao)
- Times Magazine (Vietnamese?)
- East Bay Viet Newspaper

Other notification methods specified:

- Advertisement on BART (specified by 2 respondents)
- Also on BART + local buses
- Announcements and involvement with the MCP community events
- At BART stations
- Banner at station
- BART advertisement and community outreach
- Facebook
- Flyers around community
- Flyers at stations (specified by 2 respondents)
- Flyers door-to-door
- From BART employee
- Material @ BART station "take one" and/or platform signs
- Notification in and around BART station
- Pass out flyers on BART
- Postings on neighborhood store's windows
- Put in the BART seat
- Signs in your stations
- Social Media (FB Twitter) (specified by 2 respondents)
- Special flyers on BART monthly announcement
- Telephone in Nepali (specified by 2 respondents whose preferred primary language is Nepali)
- Text msg
- The flyers on BART worked well
- TV (specified by 7 respondents)
- TV Radio (specified by 3 respondents)
- Twitter (3)



\*Note: for both Questions 4 and 5, the “% of Total” represents the percentage of all survey respondents who selected a specific method.

**Question 4.** Which of the following methods would help you express your views on specific issues at meetings? (select one or more)

	No. selected	% of Total*
Translated written material in my preferred language	391	28%
Translator at the meeting	600	43%
Large group discussion	327	24%
Small group discussion	355	26%
One-on-one discussion	109	8%
Electronic voting	155	11%
Voting by questionnaire (written survey)	303	22%
Show-of-hands voting	220	16%
Other	21	2%

**Methods specified and comments under “Other:”**

- Choices would depend on the size of the meeting
- Comment cards
- Don't like email
- Each person allowed to speak
- English
- Facilitates discussion - problem solving groups
- Interaction with commissioner
- Mail
- Nothing
- Powerpoint
- Preview the agenda
- Question and answer format
- Speaking talking stick
- The option to do it in my own language
- Time on agenda for audience feedback
- Vote by mail
- What are we voting on?
- When can voting ever be relevant?

**Question 5.** What are the best ways to present detailed material to you for a meeting? (select one or more)

	No. selected	% of Total*
Information online for review before meeting	587	43%
Online video to watch before meeting	179	13%
Live presentation at meeting	521	38%
Tabletop display to look at before/during meeting	174	13%
Printed material to look at before/during meeting	354	26%
Map, chart or other visual aids at meeting	260	19%
Other	28	2%

**Other presentation methods specified:**

- 511.org
- A staff member that's been identified as the contact person to talk with for questions/clarifications
- Accessible materials
- All material translated
- Braille and large print
- Conversation w/ BART director
- Electronic documents
- Email with information
- In advance email
- Information BART station
- Interactive dialogs
- Mail
- Mailed info before meeting
- Mail survey
- Microphone to help with being able to listen
- Multimedia
- Power point
- Someone to talk to in my language
- Topic on email
- TV
- Webinars

Question 6. In addition to a meeting, how likely would you be to use the following to express your views on BART-related issues?

	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No Answer
Online survey	347	57%	175	29%	84	14%	774
Online discussion	178	33%	193	36%	171	31%	838
Comments by email	290	50%	187	32%	108	18%	795
Mail-back survey	348	53%	212	32%	99	15%	721
Focus group	417	58%	191	26%	112	16%	660
Write letter	434	54%	169	21%	203	25%	574
Phone comment line	86	33%	70	27%	102	40%	1,122

\*Note: for Question 6, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Any other suggestions to help you express your views?

- Civil disobedience
- Claycord.com
- Do I have a vote? BART and any public transportation is the future so I want it as in expensive as possible so people will use. It also needs to be user friendly and of course safe. I have been taking BART for years even though I have a car.
- Email
- I would like a "meet your BART supervisor" on a regular basis
- If officials would listen to my suggestions.
- I've submitted comments in the past, but never received any acknowledgement that they were received, much less considered.
- Let me know whether and when my view points lead to any direct action
- Only if it matters
- Pay for focus groups
- Public meeting
- Regular meetings with BART board members in the district
- Social media: Facebook, Twitter
- Suggestion box at stations
- Text msg?
- There should always be more than one option available for participation (especially for those who do not have easy internet access).

Question 7. BART would like to keep you informed of how your comments influence our decisions.  
What is the best way to inform you of BART's actions after meetings? *(select only one)*

	No. selected	% of Total*
Email	283	33%
Regular mail	769	63%
BART website	116	10%
Other	54	4%
Multiple choices made	1	0%
No answer given	157	N/A

\*Note: for Question 7, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

#### Methods specified under "Other:"

- Advertisements (specified by 2 respondents)
- Bulletins/newsletter
- Community meetings (specified by 3 respondents)
- Discuss
- Facebook
- Facebook twitter
- Factor
- HCP
- In and around bart stations
- In person
- Lao family (Burmese-Karenni lang.)
- Materials in Vietnamese
- Meeting
- Newspaper (specified by 4 respondents)
- Phone (specified by 13 respondents)
- Phone in nepali (specified by 2 respondents)
- Postcard on local sites (local publicity)
- Postings on store windows
- Public meeting
- Regular public participation, direct democracy
- School
- Social media
- Telephone w/ interpreter (Lao)
- The news
- Transit flyer
- TV (specified by 7 respondents)
- TV Radio (specified by 4 respondents)
- Twitter
- Twitter Link to BART website
- Valencia Garden (specified by 2 Spanish-speaking respondents)

Question 8. What type(s), if any, of community-based organizations do you participate in?  
(select one or more)

	No. selected	% of Total*
Religious	703	51%
Political	145	11%
Environmental	197	14%
Urban/regional planning	136	10%
Other	211	15%

\*Note: for Question 8, the “% of Total” represents the percentage of all survey respondents who identified a specific type of community-based organization as one they participate in.

#### Types of CBOs specified under “Other:”

- AA (specified by 2 respondents)
- Affordable housing
- Art + cultural
- B.O.S.S.
- BART
- Bayview Hunters Point YMCA
- Business (specified by 4 respondents)
- Business-community econ. development
- CAA & WVPA (identified on Chinese survey)
- Caterers and restaurants
- CBO
- Chamber of Commerce
- Child care
- Chinese language school
- Clinic
- Community (specified by 3 respondents)
- Community based YMCA
- Community org (specified by 20 respondents)
- Cultural (specified by 2 respondents)
- Day program for adults /w disabilities
- Dien Hong Vietnamese Community Association
- Dien Hong Senior Association (specified by 5 respondents)
- Disability groups, arts group
- Disabled community
- EDIA - SPCA
- Educational
- Family Connections
- FORDECUSA
- Genesis
- HCP
- Hispanic Chamber of Commerce, Alameda County
- Historic preservation scouting
- Historical
- Indian Health Center
- Indian Health Center San Jose
- Inter Tribal Friendship House
- International Friendship House (specified by 17 respondents)
- Labor center
- Labor union
- Lao family (specified by 6 respondents)
- Local school, K-12 (specified by 2 respondents)
- Monument Community Partnership (specified by 32 respondents)
- MCP school
- Mental health community
- Monument Crisis Center
- Museums
- Musical toastmasters
- Native (specified by 3 respondents)
- Native American or American Indian (specified by 9 respondents)
- Native American community in Bay Area (2)
- Native youth support
- Neighborhood policing (specified by NCPD respondents)
- Neighborhood watch meeting (specified by 3 respondents)
- Non profit charities
- Non profit/disability/blindness
- Non-profit (specified by 2 respondents)
- Not relevant
- Organizations that support the deaf community
- Public ones
- Recreational bicycle club
- Richmond Main Street
- School (specified by 4 respondents)
- Senior Activities Center (481 O’Farrell)
- Service providers
- SF Chinatown Renters Association
- Shell mound preservation, shell mound walken
- Social seniors
- Social service, Social services CBO
- Sports teams
- Transit flyer
- Union
- Veterans
- Volunteer
- YMCA (specified by 2 respondents)
- Youth services

\*Note: for Questions 9, 10, and 11 the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Question 9. How often, if at all, do you usually ride BART? (select only one)

	No. selected	% of Total*
Never	39	3%
Less than once a month	285	23%
1 – 3 days a month	343	28%
1 – 2 days a week	205	17%
3 days a week or more	351	29%
No answer given	157	N/A

Question 10. What is the total annual income of your household before taxes? (select only one)

	No. selected	% of Total*
Under \$25,000	756	66%
\$25,000 - \$40,000	134	12%
\$41,000 - \$75,000	127	11%
Over \$75,000	123	11%
No answer given	240	N/A

Question 11. In which language do you prefer to communicate? (select only one)

	No. selected	% of Total
English	452	37%
Spanish	194	16%
Chinese	67	5%
Korean	3	0%
Tagalog	5	1%
Russian	1	0%
Vietnamese	408	33%
Other	101	8%
Multiple choices made	1	0%
No answer given	148	N/A

Languages specified under “Other:”

Arabic	1
Burmese	12
Burmese-Arakan	1
Burmese-Karenni	19
Cambodian	3
Karenni	6
Lao	5
Nepali	24
Portuguese	1
Thai	3
Unspecified	2

Second languages specified: English/Nepali (specified by 2 respondents)

## Question 12. What is your race or ethnic identification?

Notes: The survey passed out at meetings specified "select only one;" the online survey specified "select one or more." The majority of respondents specified only one race or ethnic identification. \* For Question 12, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

	No. selected	% of Total
American Indian or Alaska Native	101	8%
Asian or Pacific Islander	576	48%
Black/African American	60	5%
Spanish, Hispanic or Latino	230	19%
White	124	10%
Other (specified, see list below)	96	8%
Other (unspecified)	7	0%
Combination of two or more race or ethnic identifications specified	20	2%
No answer given	161	N/A

### Race or ethnic identifications specified under "Other:"

- American (1)
- Arabic (1)
- Asian Indian (1)
- Bhutanese (22)
- Burmese (11)
- Burmese-Arakan (1)
- Burmese-Karenni (24)
- Chicano/Yaqui (1)
- Eurasian (1)
- European descent (1)
- Filipino (1)
- Filipino/Portuguese/Chinese (1)
- Iranian (1)
- Karenni (1)
- Lao (1)
- Latino white (1)
- Mexican (9)
- Mixed (2)
- Not relevant (1)
- Not stated (1)
- Nothing that you care 4 (1)
- Pennsylvania Dutch (1)
- Vietnamese (10)

### Comments:

- "Spanish, Hispanic or Latino" is not a race. (Comment from survey in Spanish)

Number of surveys filled out in each language:

	No. filled out	% of total
English	588	51%
Spanish	175	15%
Chinese	41	4%
Vietnamese	321	28%
Tagalog	1	0%
Russian	1	0%
Laotian	21	2%
Cambodian	6	0%
Korean	0	0%
Online	226	N/A

\*Note: The “% of Total” column represents the percentage of the hard copy surveys that were available to be counted; it does not include the “online” number. The survey was available online in six languages, but tallies of the online did not call out which language a survey was completed in.









## Appendix D: Community Meeting Evaluation Results, Round 1

A total of 233 meeting evaluations were submitted. Results received are detailed below. Note that in all cases, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

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Please rate the following aspects of the meeting:

Orientation to the Meeting	Count*	% of Total
Excellent	101	46%
Good	98	45%
Fair	13	6%
Poor	3	1%
No opinion	5	2%
No answer	13	N/A

*\*Note: One participant checked all five possible answers for this question; that response was counted as "No answer."*

Presentation	Count	% of Total
Excellent	108	49%
Good	90	41%
Fair	21	9%
Poor	2	1%
No opinion	1	0%
No answer	11	N/A

Comment Card Exercise	Count	% of Total
Excellent	71	35%
Good	87	44%
Fair	26	13%
Poor	9	5%
No opinion	6	3%
No answer	34	N/A

Discussion	Count	% of Total
Excellent	88	42%
Good	101	48%
Fair	12	6%
Poor	9	4%
No opinion	1	0%
No answer	22	N/A

Facilitation	Count	% of Total
Excellent	104	48%
Good	92	42%
Fair	17	8%
Poor	4	2%
No opinion	1	0%
No answer	15	N/A

Meeting Location/Facility	Count	% of Total
Excellent	119	53%
Good	88	40%
Fair	14	6%
Poor	1	0%
No opinion	1	0%
No answer	10	N/A

Refreshments	Count	% of Total
Excellent	102	46%
Good	83	37%
Fair	24	11%
Poor	9	4%
No opinion	4	2%
No answer	11	N/A

Physical accessibility of the meeting and materials	Count	% of Total
Excellent	116	54%
Good	79	37%
Fair	17	8%
Poor	3	1%
No opinion	1	0%
No answer	17	N/A

Cultural accessibility of the meeting and materials	Count	% of Total
Excellent	104	49%
Good	76	36%
Fair	22	10%
Poor	3	1%
No opinion	8	4%
No answer	20	N/A

Opportunity to provide comments	Count	% of Total
Excellent	129	59%
Good	80	36%
Fair	9	4%
Poor	2	1%
No opinion	1	0%
No answer	12	N/A

Overall Meeting	Count	% of Total
Excellent	116	51%
Good	90	40%
Fair	17	7%
Poor	5	2%
No opinion	0	0%
No answer	5	N/A









## Appendix E: Public Comment Database, Round 1

### Key to Codes

Code	Workshop	Date
AN	Antioch	4/1/2010
AVC	Vietnamese community meeting	4/3/2010
BRK	Berkeley	4/9/2010
CNC	Concord	4/14/2010
ELC	El Cerrito	4/10/2010
EOAK	East Oakland/San Antonio	4/6/2010
FRE	Fremont	3/31/2010
HWD	Hayward	4/2/2010
Online	No workshop (online survey)	N/A
PTS	Pittsburg	4/6/2010
RCH	Richmond	3/31/2010
SB	San Bruno	4/21/2010
SFB	SF Bayview	4/6/2010
SFC	SF Chinatown	4/12/2010
SFE	SF Excelsior	4/8/2010
SFM	SF Mission	4/5/2010
SFT	SF Tenderloin	3/31/2010
SL	San Leandro	4/1/2010
WOAK	West Oakland	4/5/2010

Sources	
WG	Wallgraphic
CC	Comment card
EV	Meeting evaluation form
ON	Online survey
SV	Printed survey

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Look at best practices - example = Atlanta	Developing PPP	Refer to other model PPPs
AN	4/1/2010	WG	Include diversity of people in process	Goals	High-quality input and participation - inclusivity
AN	4/1/2010	WG	Need more information! - need this in order to give meaningful decisions	Goals	Informed public
AN	4/1/2010	WG	Sit down one-on-one with community members to hear	Outreach Methodology	Alternatives to meetings
AN	4/1/2010	WG	Flyers are unclear	Outreach Methodology	Best methods for BART to share info - clear communication
AN	4/1/2010	WG	Need to know what we are participating in	Outreach Methodology	Best methods for BART to share info - clear communication
AN	4/1/2010	WG	Contact representatives	Outreach Methodology	Best methods for BART to share info - direct contact with community
AN	4/1/2010	CC	Think about sending a BART representative to each city council meeting to give a presentation. Do this quarterly or semiannually. Visit every city in the system.	Outreach Methodology	Best methods for BART to share info - direct contact with community
AN	4/1/2010	CC	To get information out, send an email to each bicycle club about meetings so this information can be posted on the club website.	Outreach Methodology	Best methods for BART to share info - local organizations
AN	4/1/2010	WG	Seat announcements/drops	Outreach Methodology	Best methods for BART to share info - on transit or at stations
AN	4/1/2010	WG	Turnstiles	Outreach Methodology	Best methods for BART to share info - on transit or at stations
AN	4/1/2010	WG	Bus messages; County Connection	Outreach Methodology	Best methods for BART to share info - on transit or at stations
AN	4/1/2010	WG	Online	Outreach Methodology	Best methods for BART to share info - online/email
AN	4/1/2010	WG	BART newsletter on website	Outreach Methodology	Best methods for BART to share info - online/email
AN	4/1/2010	WG	bart.gov	Outreach Methodology	Best methods for BART to share info - online/email
AN	4/1/2010	WG	Timely announcements	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Notify ahead of time! (major comment, echoed by many in group)	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Prior notice - especially for developmentally disabled, seniors	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Schools - notice home with kids, in English and Spanish, phone calls	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Library	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Newspaper	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	BART email	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Radio ads	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	30 full days of outreach, notification	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Morning news shows, 1 week ahead of time	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Television	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Where is the recorder	Outreach Methodology	Meeting methods
AN	4/1/2010	WG	Why are we not videotaping?	Outreach Methodology	Meeting methods
AN	4/1/2010	WG	Summarize points	Outreach Methodology	Meeting methods
AN	4/1/2010	WG	Make sure meetings aren't double booked	Outreach Methodology	Meeting scheduling
AN	4/1/2010	WG	Clearly design meeting purpose - why would I come? Excite me!	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
AN	4/1/2010	EV	Informative but I would like to have more notice and more information as to what meeting was to be about.	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
AN	4/1/2010	WG	Accommodate different work schedules	Outreach Methodology	Most important to get mtg attendance - convenience
AN	4/1/2010	WG	Saturday meetings	Outreach Methodology	Most important to get mtg attendance - convenience
AN	4/1/2010	CC	Hold meetings after 7:00 pm for commuters in East County.	Outreach Methodology	Most important to get mtg attendance - convenience
AN	4/1/2010	WG	Half on community suggestions and half on questions and answers	Outreach Methodology	Most important to get mtg attendance - meeting methods
AN	4/1/2010	WG	Smaller formats - no big meetings - people can be heard	Outreach Methodology	Most important to get mtg attendance - meeting types, methods
AN	4/1/2010	WG	Hybrid meeting format - make sure you do something with that feedback	Outreach Methodology	Most important to get mtg attendance - meeting types, methods, public input making a difference
AN	4/1/2010	WG	Need more advanced notice!	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
AN	4/1/2010	CC	I got a postcard about this meeting TODAY. My neighbors probably will get their postcard tomorrow.	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
AN	4/1/2010	CC	Advertise meetings on morning news shows a week before the date	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
AN	4/1/2010	WG	Online surveys and results - EBART survey	Outreach Methodology	Preferred methods for giving input to BART - online/email
AN	4/1/2010	WG	Small groups (5) or more or less!	Outreach Methodology	Preferred methods for giving input to BART - meeting types
AN	4/1/2010	WG	Need comment email	Outreach Methodology	Preferred methods for giving input to BART - online/email

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Agencies who work with accessibility - Alive!, Futures (parent organization), paratransit - PCC	Outreach Methodology	Trusted organizations to reach out to - accessibility
AN	4/1/2010	WG	Partner with community-based organization	Outreach Methodology	Trusted organizations to reach out to - CBOs
AN	4/1/2010	WG	Schools	Outreach Methodology	Trusted organizations to reach out to - educational
AN	4/1/2010	WG	Kaiser - commuter/check contact	Outreach Methodology	Trusted organizations to reach out to - employers
AN	4/1/2010	WG	Cisco	Outreach Methodology	Trusted organizations to reach out to - employers
AN	4/1/2010	WG	NAACP	Outreach Methodology	Trusted organizations to reach out to - ethnic
AN	4/1/2010	WG	Churches, interfaith organizations	Outreach Methodology	Trusted organizations to reach out to - faith-based
AN	4/1/2010	WG	Chamber of Commerce, cities	Outreach Methodology	Trusted organizations to reach out to - municipal/government
AN	4/1/2010	WG	Political activists	Outreach Methodology	Trusted organizations to reach out to - political/activist
AN	4/1/2010	WG	Transit agencies - work directly	Outreach Methodology	Trusted organizations to reach out to - transportation organizations
AN	4/1/2010	WG	Budget allocation information	Principles - attitudes & approaches toward outreach	Informed public
AN	4/1/2010	EV	We need to present information on where BART is going. Are we sure that ebart is our scheduled means of transportation instead of regular BART. This must be brought up at all meetings.	Principles - attitudes & approaches toward outreach	Informed public
AN	4/1/2010	WG	Solicit input, don't talk down to public	Principles - attitudes & approaches toward outreach	Public input making a difference
AN	4/1/2010	WG	More action taken after meetings! - feedback from meetings to make decisions in cities - within 30 days!	Principles - attitudes & approaches toward outreach	Public input making a difference
AN	4/1/2010	WG	Tell me why I should come? (major comment, echoed by many in group)	Principles - attitudes & approaches toward outreach	Public input making a difference
AN	4/1/2010	EV	First step, but BART needs to build trust. Unless people believe their feedback will be listened to, they're not going to come out.	Principles - attitudes & approaches toward outreach	Public input making a difference: trust
AN	4/1/2010	WG	Be proactive, not reactive	Principles - attitudes & approaches toward outreach	Thoughtful planning for outreach

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Pay attention to details	Principles - attitudes & approaches toward outreach	Thoughtful planning for outreach
AN	4/1/2010	WG	Don't cancel meetings	Principles - attitudes & approaches toward outreach	Trust
AN	4/1/2010	WG	Be sincere about reaching out, build trust	Principles - attitudes & approaches toward outreach	Trust
AN	4/1/2010	WG	Need direction from BART (major comment, echoed by many in group)	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
AN	4/1/2010	WG	Make sure people know results of these meetings	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
AVC			Would like a copy of plan in Vietnamese	Outreach Methodology	Best methods for BART to share info - translation
AVC	4/3/2010	SV	This survey is very useful and important (Comment translated from Vietnamese)	Outreach Methodology	Preferred methods for giving info to BART - surveys
BRK	4/9/2010	WG	Meeting at community	Outreach Methodology	Best methods for BART to share info - direct contact with community/meetings
BRK	4/9/2010	WG	Letters	Outreach Methodology	Best methods for BART to share info - mailings
BRK	4/9/2010	WG	Advertise on buses - other transportation agencies	Outreach Methodology	Best methods for BART to share info - on transit or at stations
BRK	4/9/2010	WG	Flyers at BART stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
BRK	4/9/2010	WG	Advertise at BART stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
BRK	4/9/2010	WG	E-mail: send to CBOs: links that work	Outreach Methodology	Best methods for BART to share info - online/email
BRK	4/9/2010	WG	Headliner of BART e-mail	Outreach Methodology	Best methods for BART to share info - online/email/timely/ effective meeting notices
BRK	4/9/2010	WG	Flyer	Outreach Methodology	Best methods for BART to share info - publications
BRK	4/9/2010	WG	Topic (interesting topic)	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
BRK	4/9/2010	WG	Clarity about meetings	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
BRK	4/9/2010	WG	Time (6:30 - 7 is good)	Outreach Methodology	Most important to get mtg attendance - convenience

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
BRK	4/9/2010	WG	Location (near BART)	Outreach Methodology	Most important to get mtg attendance - convenience
BRK	4/9/2010	WG	Accessibility (downtown area)	Outreach Methodology	Most important to get mtg attendance - convenience
BRK	4/9/2010	WG	Known locations (more familiar sites)	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
BRK	4/9/2010	WG	How info gets incorporated	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
BRK	4/9/2010	WG	Involvement in process	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
BRK	4/9/2010	WG	No small group break	Outreach Methodology	Most important to get mtg attendance - meeting methods
BRK	4/9/2010	WG	Comment box at BART stations	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
BRK	4/9/2010	WG	Table at fleamarket	Outreach Methodology	Preferred methods for giving input to BART - direct communication
BRK	4/9/2010	WG	Go into the community	Outreach Methodology	Preferred methods for giving input to BART - direct communication
BRK	4/9/2010	WG	Internet service	Outreach Methodology	Preferred methods for giving input to BART - online/email
BRK	4/9/2010	WG	1-800 number	Outreach Methodology	Preferred methods for giving input to BART - phone
BRK	4/9/2010	WG	Facebook	Outreach Methodology	Preferred methods for giving input to BART - social media
BRK	4/9/2010	WG	MySpace	Outreach Methodology	Preferred methods for giving input to BART - social media
BRK	4/9/2010	WG	Berkeley Drop-In Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	WG	Center for Independent Living	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Center for Independent Living	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	WG	BOSS	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	WG	Apolo Consumer	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Berkeley Drop-In Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Howe Harp Multi-Services Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Henry Robinson Center	Outreach Methodology	Trusted organizations to reach out to - CBOs



# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
BRK	4/9/2010	CC	Healthy Oakland	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Elia Baker Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Community Services United (which runs Ashby Flea Market)	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Peers, Inc.	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Berkeley Emergency Food & Housing Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Berkeley Women's Daytime Drop Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Urojas Community Services	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	WG	Hispanic Chamber of Commerce - Alameda County	Outreach Methodology	Trusted organizations to reach out to - ethnic CBOs/disabled
BRK	4/9/2010	WG	Churches - South Berkeley, African Methodist, Assembly of God, Baptist church	Outreach Methodology	Trusted organizations to reach out to - faith-based
BRK	4/9/2010	CC	McGee Baptist Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
BRK	4/9/2010	CC	St. Paul's African Methodist Episcopal Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
BRK	4/9/2010	CC	Pro-Arts (struggling artists)	Outreach Methodology	Trusted organizations to reach out to - local arts organizations
BRK	4/9/2010	CC	POOR (online magazine)	Outreach Methodology	Trusted organizations to reach out to - media
BRK	4/9/2010	CC	Pool of consumer champions under Alameda Behavioral Health Care Services	Outreach Methodology	Trusted organizations to reach out to - municipal/government
BRK	4/9/2010	CC	Critical Resistance	Outreach Methodology	Trusted organizations to reach out to - political/activist
BRK	4/9/2010	CC	Just Cause Oakland	Outreach Methodology	Trusted organizations to reach out to - political/activist
BRK	4/9/2010	CC	East Bay for Housing organizations	Outreach Methodology	Trusted organizations to reach out to - residential
BRK	4/9/2010	EV	Hopefully BART will do better with reaching the communities it affects	Principles - attitudes & approaches toward outreach	High-quality input and participation - inclusivity
CNC	4/14/2010	WG	I heard about tonight's meeting through MCP (Monument Community Partnership)	Outreach Methodology	Best methods for BART to share info - CBOs
CNC	4/14/2010	WG	Work with youth groups	Outreach Methodology	Best methods for BART to share info - CBOs
CNC	4/14/2010	WG	I heard about tonight's meeting from a family member	Outreach Methodology	Best methods for BART to share info - direct contact with community

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	Personal connections to youth and families	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Follow up with Julio	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Table at mall	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Face to face presentation	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Inform key people to spread the word	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Community events - soccer event	Outreach Methodology	Best methods for BART to share info - direct contact with community/events
CNC	4/14/2010	WG	Churches (especially for Latino population)	Outreach Methodology	Best methods for BART to share info - direct contact with community/fath-based
CNC	4/14/2010	WG	Identify leaders/have small group meetings	Outreach Methodology	Best methods for BART to share info - direct contact with community/meetings
CNC	4/14/2010	WG	Give info to kids at school to give to their parents	Outreach Methodology	Best methods for BART to share info - educational
CNC	4/14/2010	WG	I heard about tonight's meeting from school	Outreach Methodology	Best methods for BART to share info - educational
CNC	4/14/2010	WG	Mail - creative and colorful	Outreach Methodology	Best methods for BART to share info - mailings
CNC	4/14/2010	WG	Send plan by mail	Outreach Methodology	Best methods for BART to share info - mailings
CNC	4/14/2010	WG	Radio - local groups, AM & FM	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	PSAs	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	Radio - depends on the message	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	Bus ads	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	Newspapers	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	I heard about tonight's meeting through the City	Outreach Methodology	Best methods for BART to share info - municipal/government
CNC	4/14/2010	WG	Table at BART	Outreach Methodology	Best methods for BART to share info - on transit or at stations
CNC	4/14/2010	WG	Reader Board (LED)	Outreach Methodology	Best methods for BART to share info - on transit or at stations
CNC	4/14/2010	WG	Fliers at BART stations about meetings	Outreach Methodology	Best methods for BART to share info - on transit or at stations



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Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	E-mails	Outreach Methodology	Best methods for BART to share info - online/email
CNC	4/14/2010	WG	I heard about tonight's meeting on BART website	Outreach Methodology	Best methods for BART to share info - online/email
CNC	4/14/2010	WG	Twitter	Outreach Methodology	Best methods for BART to share info - social media
CNC	4/14/2010	WG	Facebook	Outreach Methodology	Best methods for BART to share info - social media
CNC	4/14/2010	WG	Survey riders	Outreach Methodology	Best methods for BART to share info - surveys
CNC	4/14/2010	EV	I think radio ads promoting this event is effective.	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices/media
CNC	4/14/2010	WG	Provide Spanish translation and use local translators	Outreach Methodology	Best methods for BART to share info - translation
CNC	4/14/2010	EV	I found it very appropriate to have a translator	Outreach Methodology	Best methods for BART to share info - translation
CNC	4/14/2010	WG	Provide childcare	Outreach Methodology	Meeting methods
CNC	4/14/2010	EV	Meeting started 15 minutes late. Better than other meetings - could hear the facilitator as had a microphone and questions were restated for the public.	Outreach Methodology	Meeting methods - ability to hear
CNC	4/14/2010	WG	Conduct Spanish speaking-only meeting	Outreach Methodology	Meeting types - language
CNC	4/14/2010	EV	Spanish-speaking meeting would benefit the community	Outreach Methodology	Meeting types - language
CNC	4/14/2010	WG	Wanted more info about BART activities and community-related programs	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
CNC	4/14/2010	EV	I found quality information on the fliers	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics; timely/effective meeting notices
CNC	4/14/2010	WG	We'll come out Saturdays and weeknights! - coordinate with community calendars and locations	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
CNC	4/14/2010	EV	The site is well known and of easy access	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
CNC	4/14/2010	SV	knowing when and where the meeting will be	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
CNC	4/14/2010	SV	They should invite people who use Bart to the next meeting. For example, they should have some people go to Bart stations and give fliers about the next meeting. (Comment translated from Spanish)	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
CNC	4/14/2010	WG	More people/more ads - big meeting format	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices; appropriate locations
CNC	4/14/2010	EV	I would like it if the event had been more promoted, so that more people could participate	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	I came because - annoyed about BART's direction	Outreach Methodology	Motivation to come to meeting - interest in issues regarding BART
CNC	4/14/2010	WG	Curious why BART came out to community	Outreach Methodology	Motivation to come to meeting - interest in issues regarding BART
CNC	4/14/2010	WG	Locations - Senior Center	Outreach Methodology	Recommended meeting locations
CNC	4/14/2010	WG	Locations - Churches (especially for Latino population); St. Francis, Queen of All Saints, Fair Oaks, Parkhaven	Outreach Methodology	Recommended meeting locations
CNC	4/14/2010	WG	Locations - locations other than schools	Outreach Methodology	Recommended meeting locations
CNC	4/14/2010	WG	MCP Transportation Action Team (Monument transportation action teams) - meets regularly + blog	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	MCP service network - Monument corridor - reaches 36 organizations - meets monthly, BART should attend - next meeting April 29, noon to 2 at MCP	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	Monument Crisis program - reach families, youth and seniors	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	MCP Community Garden Club - land under BART	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	How can CBOs use BART station to promote local events?	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	Table at Pride Festival - June 5	Outreach Methodology	Trusted organizations to reach out to - community events
CNC	4/14/2010	WG	County Connections	Outreach Methodology	Trusted organizations to reach out to - transportation organizations
CNC	4/14/2010	WG	BART suggested to community: If you have issues communicate with Walter!	Outreach Methodology	Two-way communication with community
CNC	4/14/2010	WG	BART needs to build relationship and interest in community	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	WG	Come out to help BART and develop partnership - not a one-time communication	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	EV	More outreach	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	SV	Why do organizations look for us only when they need us? Why not always? (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	SV	This is a very important topic and it's sad seeing that our people don't attend these meetings. But we will work more to achieve a bigger participation. (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Long-term relationship with community (inclusivity)

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	SV	We need more forums or information meetings. (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Long-term relationship with community; public input making a difference
CNC	4/14/2010	SV	It is very important that they ask the community for our opinion. (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Public input making a difference
CNC	4/14/2010	EV	Surfline should not focus so much on the FTA requirement that BART do the meetings. That seems to turn people off - "BART is being forced to do this - they don't really care."	Principles - attitudes & approaches toward outreach	Public input making a difference; trust
CNC	4/14/2010	WG	Use April 28 meeting date (meeting scheduled then canceled - request that second meeting be held for those who planned to come to that one)	Principles - attitudes & approaches toward outreach	Trust/consistency
CNC	4/14/2010	WG	BART to develop partnership with community - be at the table	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
CNC	4/14/2010	WG	BART needs to communicate with community	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
CNC	4/14/2010	WG	How will BART maintain communications?	Questions for BART	Timing/process of outreach/PPP
ELC	4/10/2010	WG	Roadshow, dovetail with existing community events and organizations such as Soriano Stroll, El Cerrito 4th of July, Farmers Market, El Sobrante Stroll (September)	Outreach Methodology	Best methods for BART to share info - direct contact with community/events
ELC	4/10/2010	WG	Events at BART parking lots - like Ashby	Outreach Methodology	Best methods for BART to share info - direct contact with community/events
ELC	4/10/2010	WG	Newspaper - BART columnist - question and answer, ask BART!	Outreach Methodology	Best methods for BART to share info - media
ELC	4/10/2010	WG	Flyers on BART	Outreach Methodology	Best methods for BART to share info - on transit or at stations
ELC	4/10/2010	WG	Personal contact info for BART at stations - with photos of BART directors	Outreach Methodology	Best methods for BART to share info - on transit or at stations
ELC	4/10/2010	WG	Automated email response with next steps	Outreach Methodology	Best methods for BART to share info - online/email
ELC	4/10/2010	WG	Info on other community events - MyBart, eBART newsletter	Outreach Methodology	Best methods for BART to share info - publications
ELC	4/10/2010	WG	Be more specific about content - topic of meeting	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
ELC	4/10/2010	EV	Some confusion-what was the topic supposed to be-to set up ongoing meetings vs. to give feedback. Do we need ongoing meetings? but we would have even fewer (we had 10-11 people) if we had to come more than once. (I had to cancel a vet appointment to come to this!)	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
ELC	4/10/2010	WG	Convenience - location close to BART; transit-accessible	Outreach Methodology	Most important to get mtg attendance - convenience

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mig.	Date	Source	Comment	Main Theme	Subtheme
ELC	4/10/2010	WG	Convenience - timing - variety	Outreach Methodology	Most important to get mig attendance - convenience
ELC	4/10/2010	WG	Convenience - co-location with other activities	Outreach Methodology	Most important to get mig attendance - convenience
ELC	4/10/2010	WG	Convenience - walkable	Outreach Methodology	Most important to get mig attendance - convenience
ELC	4/10/2010	WG	Comment cards at stations - keep them visible/available	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
ELC	4/10/2010	WG	Interactive - fun!	Outreach Methodology	Preferred methods for giving input to BART - direct communication
ELC	4/10/2010	WG	Electronic	Outreach Methodology	Preferred methods for giving input to BART - online/email
ELC	4/10/2010	WG	Website/email	Outreach Methodology	Preferred methods for giving input to BART - online/email
ELC	4/10/2010	SV	oh yes- I'll email them to Walter Gonzales	Outreach Methodology	Preferred methods for giving input to BART - online/email
ELC	4/10/2010	WG	Telephone	Outreach Methodology	Preferred methods for giving input to BART - phone
ELC	4/10/2010	WG	Surveys	Outreach Methodology	Preferred methods for giving input to BART - surveys
ELC	4/10/2010	WG	Schools/PTA	Outreach Methodology	Trusted organizations to reach out to - educational
ELC	4/10/2010	WG	Japanese Citizens League	Outreach Methodology	Trusted organizations to reach out to - ethnic
ELC	4/10/2010	WG	Japanese church	Outreach Methodology	Trusted organizations to reach out to - ethnic/faith-based
ELC	4/10/2010	WG	Senior Center	Outreach Methodology	Trusted organizations to reach out to - seniors
ELC	4/10/2010	EV	Thank you for having the meeting & staying positive. You know we can't help but be vehement because we have never had a chance to talk with a BART representative before I would like better ongoing communication with BART	Principles - attitudes & approaches toward outreach	Long-term relationship with community
ELC	4/10/2010	WG	Use a variety of options - timely response and reporting to our input is most important! Not just another appendix.	Principles - attitudes & approaches toward outreach	Public input making a difference, two-way communication between BART and public
ELC	4/10/2010	WG	Share results of customer surveys and feedback	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
EOAK	4/6/2010	SV	This meeting is good, I am very satisfied today (Comment translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	SV	This meeting is interesting. I like it (Comment translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting

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Mtg.	Date	Source	Comment	Main Theme	SubTheme
EOAK	4/6/2010	SV	I am satisfied with the meeting today (comment repeated by 3 respondents, translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	SV	I am very satisfied with this direct discussion (Comment translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	SV	I like the meeting today (comment repeated by 9 respondents, translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	WG	BART needs to have decisionmakers at meetings to listen and respond	Principles - attitudes & approaches toward outreach	Accessibility of BART decisionmakers to public
EOAK	4/6/2010	SV	I love BART public (translated from Vietnamese)	Principles - attitudes & approaches toward outreach??	Long-term relationship with the community??
EOAK	4/6/2010	WG	Who do you take your complaints to, and are they heard?	Questions for BART	Public input making a difference
EOAK	4/6/2010	WG	Why is this public outreach now? (Answer: BART wants to do outreach better)	Questions for BART	Timing/process of outreach/PPP
FRE	3/31/2010	WG	Provide usable info to CBO groups for outreach	Outreach Methodology	Best methods for BART to share info - clear communication
FRE	3/31/2010	WG	Sources -PTA, District newsletter	Outreach Methodology	Best methods for BART to share info - educational
FRE	3/31/2010	WG	Sources -Employers	Outreach Methodology	Best methods for BART to share info - employers
FRE	3/31/2010	WG	Sources -LOWV	Outreach Methodology	Best methods for BART to share info - local organizations
FRE	3/31/2010	WG	Sources -Chambers of Commerce	Outreach Methodology	Best methods for BART to share info - municipal/government
FRE	3/31/2010	WG	Message board @ stations - Accessible: Audio	Outreach Methodology	Best methods for BART to share info - on transit or at stations
FRE	3/31/2010	WG	Brief, monthly e-newsletter	Outreach Methodology	Best methods for BART to share info - online/email
FRE	3/31/2010	WG	Text, Smart Phone Apps	Outreach Methodology	Best methods for BART to share info - phone
FRE	3/31/2010	WG	Contact community groups in advance	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	Unity Council/Oakland	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	School for the Blind	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	Committee (outreach/community) - community leaders who can help get the word out	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	E-mails/website/constant contact	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	TV/ Newspaper/ Radio	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices



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Mtg.	Date	Source	Comment	Main Theme	Subtheme
FRE	3/31/2010	WG	Fun-PSA	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	Fun-AM Newsreel "Tagline"	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	CC	On #3 on survey why limit us to only one selection? Several are very good choices for me.	Outreach Methodology	High-quality input and participation - direct input from communication with community (surveys)
FRE	3/31/2010	CC	This library is not in low income area	Outreach Methodology	Most important to get mtg attendance - appropriate location
FRE	3/31/2010	CC	Should have hit Union City area separately	Outreach Methodology	Most important to get mtg attendance - appropriate location
FRE	3/31/2010	EV	State more clearly what you expect from participants, clearer purpose	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
FRE	3/31/2010	WG	Info for riders	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
FRE	3/31/2010	WG	Consistency - Announcements @ stations	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
FRE	3/31/2010	WG	Multiple languages	Outreach Methodology	Most important to get mtg attendance - translation
FRE	3/31/2010	WG	Fun-Community commentary section after board meeting	Outreach Methodology	Preferred methods for giving input to BART - direct communication
FRE	3/31/2010	WG	Small group discussion	Outreach Methodology	Preferred methods for giving input to BART - meeting types
FRE	3/31/2010	WG	Outreach to specific groups - Spanish speakers, disabled, ethnic groups, low income, seniors at senior centers	Outreach Methodology	Preferred methods for giving input to BART - meeting types
FRE	3/31/2010	CC	Is BART willing to participate in a "focus group" meeting	Outreach Methodology	Preferred methods for giving input to BART - meeting types
FRE	3/31/2010	CC	I am looking at your East Bay meeting calendar. What meeting is developed to talk to people who live in the Coliseum/Hegenberger OAC community.	Outreach Methodology	Recommended meeting locations
FRE	3/31/2010	CC	Reach out to New Haven Unified School District for focus group	Outreach Methodology	Trusted organizations to reach out to - educational
FRE	3/31/2010	EV	Area specific meetings; do this kind of meeting to Lighthouse for the Blind with materials for us	Outreach Methodology	High-quality input and participation - inclusivity
FRE	3/31/2010	CC	Do you anticipate any fare hikes or cutbacks in service within the next 12 months, and how can the public best voice its concern regarding this matter (i.e., to whom do we write?)	Questions for BART	Public input making a difference
FRE	3/31/2010	CC	Do you have any idea, at this point, of how you will engage the different segments of the community on your Title VI compliance?	Questions for BART	Timing/process of outreach/PPP (inclusivity)
HWD	4/2/2010	WG	Community organizations	Outreach Methodology	Best methods for BART to share info - CBOs

Mtg.	Date	Source	Comment	Main Theme	Subtheme
HWD	4/2/2010	WG	Newspaper	Outreach Methodology	Best methods for BART to share info - media
HWD	4/2/2010	WG	Coordinate with other transit agency	Outreach Methodology	Best methods for BART to share info - on transit or at stations
HWD	4/2/2010	WG	Billboard at BART	Outreach Methodology	Best methods for BART to share info - on transit or at stations
HWD	4/2/2010	WG	E-mail	Outreach Methodology	Best methods for BART to share info - online/email
HWD	4/2/2010	WG	Brochure	Outreach Methodology	Best methods for BART to share info - publications
HWD	4/2/2010	WG	Flyer	Outreach Methodology	Best methods for BART to share info - publications
HWD	4/2/2010	WG	FaceBook	Outreach Methodology	Best methods for BART to share info - social media
HWD	4/2/2010	WG	Twitter	Outreach Methodology	Best methods for BART to share info - social media
HWD	4/2/2010	WG	Advertisement	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
HWD	4/2/2010	WG	Churches - time sensitive	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
HWD	4/2/2010	WG	Info available in advance	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
HWD	4/2/2010	WG	Subject matter - interest in community	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
HWD	4/2/2010	WG	Target audience	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
HWD	4/2/2010	WG	Date	Outreach Methodology	Most important to get mtg attendance - convenience
HWD	4/2/2010	WG	Night time	Outreach Methodology	Most important to get mtg attendance - convenience
HWD	4/2/2010	WG	Location - close to core subject	Outreach Methodology	Most important to get mtg attendance - convenience
HWD	4/2/2010	WG	Notice time	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices
HWD	4/2/2010	WG	Community/focus group discussions - "living room meeting"	Outreach Methodology	Preferred methods for giving input to BART - meeting types
HWD	4/2/2010	WG	Meetings	Outreach Methodology	Preferred methods for giving input to BART - meetings
HWD	4/2/2010	WG	E-mail	Outreach Methodology	Preferred methods for giving input to BART - online/email
HWD	4/2/2010	WG	Survey at stations	Outreach Methodology	Preferred methods for giving input to BART - surveys

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Mtg.	Date	Source	Comment	Main Theme	SubTheme
HWD	4/2/2010	WG	Chamber of Commerce	Outreach Methodology	Trusted organizations to reach out to - CBOs
HWD	4/2/2010	WG	Library	Outreach Methodology	Trusted organizations to reach out to - community institutions
HWD	4/2/2010	WG	Community College - Chabot, Cal State East Bay	Outreach Methodology	Trusted organizations to reach out to - educational
HWD	4/2/2010	WG	Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
HWD	4/2/2010	WG	Tiburcio Vasquez Health Center (Promotoras)	Outreach Methodology	Trusted organizations to reach out to - health care
HWD	4/2/2010	WG	Unions	Outreach Methodology	Trusted organizations to reach out to - labor
HWD	4/2/2010	WG	Trailer Home Residents	Outreach Methodology	Trusted organizations to reach out to - residential
HWD	4/2/2010	WG	Homeowner association	Outreach Methodology	Trusted organizations to reach out to - residential
HWD	4/2/2010	WG	Senior Center - day time meeting	Outreach Methodology	Trusted organizations to reach out to - seniors
Online	N/A	ON	Why limit this meeting to minorities? In my neighborhood my ethnicity is the minority.	Goals	High-quality input and participation - inclusivity
Online	N/A	ON	I received the community meeting notice via email and I'm looking at the web page. It's not clear what the meeting is about, so a link to proposed changes/service cuts/construction whatever would be useful. The evening cuts implemented this year are pretty inconvenient, and the fact that BART stops before midnight is a bit ridiculous.	Goals	Informed public
Online	N/A	ON	I am glad you are having community meetings and I do hope that BART proposes to extend to hercules in the future. A BART extension from richmond to hercules would be nice, that would really benefit the richmond community. Ask that question on your survey how many people would ride a bart extension from richmond to hercules?	Outreach Methodology	High-quality input and participation - direct input from/ communication with community (surveys)
Online	N/A	ON	My main concern with voting methods such as electronic or voting by hand at public meetings is being forced to choose options that no one agrees with. There should always be the option for people to express alternatives, or not agree with any proposals presented.	Outreach Methodology	Meeting methods
Online	N/A	ON	Keep meeting short and to the point.	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
Online	N/A	ON	Evening meetings near BART	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	on a Saturday	Outreach Methodology	Most important to get mtg attendance - convenience



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Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	Schedule them during outside of work hours.	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	Time in my life	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	free transportation from BART (comment from primary Spanish speaker)	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	nearby	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	weekend (comment from primary Chinese speaker)	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	after 7 pm	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	Close to my home	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	Close to public transportation, not during typical work hours	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	free transportation	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	Have meeting closer to BART stations	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	Provide free transportation. Cant budget extra trips	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	public transport available	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	shuttle service	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	close to BART, disability accessible, alternative formats of handouts available	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	in Public Library close to where I live	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	in San Francisco	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	Locations close to a BART station	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	Near a BART station with free parking available	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	Near transit	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	6 am meetings or at a BART station	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	at a BART-able location	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	An online meeting (webinar) would be ideal	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	available via WebEx with video would be nice	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	Live online video feed	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	live stream on computer, with ability to make public comment via computer	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	on-line access	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	online forum	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	online video	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	virtual - online	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	Web conference the meetings	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	webchat	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	webex, teleconference, etc	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	Better communication about these meetings. I was not aware of the meetings until it was too late.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Communicate events in advance in overt way	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Knowing when these meetings are, I didnt know about the tender/oin meeting.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Plenty of advance notice	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Too many of these questions assume the people who are trying to reach can use the Internet. Most do not. They even have a hard time seeing a newspaper. Use TV and flyers.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	The questions you include about language and translation services are negated by the fact that this survey is only available in english. I would rephrase these to ask your survey takers if they know people who would attend that would need translation services.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Thank you for the opportunity to help shape the future of BART.	Outreach Methodology	Most important to get mtg attendance - translation
Online	N/A	ON		Principles - attitudes & approaches toward outreach	Public input making a difference

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	As riders and tax payers, it's frustrating that we are not asked how BART should spend their money - expansion vs. keeping state of service, upgrading vehicles vs. more frequent service, etc.	Principles - attitudes & approaches toward outreach	Public input making a difference; two-way communication between BART and public
Online	N/A	ON	In the past few years BART has shown an unacceptable disregard for the opinions of the riders and communities it serves. I'm glad that BART is finally undertaking to get public input and hope that this input will be thoroughly integrated into planning and operations.	Principles - attitudes & approaches toward outreach	Public input making a difference; two-way communication between BART and public
Online	N/A	ON	I hope that BART will communicate with riders and the community about changes and ideas	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
Online	N/A	ON	BART should be more transparent in informing the community about staff, service levels, current delays key decisions.	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public; trust
PTS	4/6/2010	WG	Clear message	Outreach Methodology	Best methods for BART to share info - clear communication
PTS	4/6/2010	WG	Provide content that is worth time	Outreach Methodology	Best methods for BART to share info - clear communication
PTS	4/6/2010	WG	Clear descriptions	Outreach Methodology	Best methods for BART to share info - clear communication
PTS	4/6/2010	WG	Target age groups	Outreach Methodology	Best methods for BART to share info - inclusivity
PTS	4/6/2010	WG	Mailings	Outreach Methodology	Best methods for BART to share info - mailings
PTS	4/6/2010	WG	Contra Costa Times	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	Radio, TV (comment repeated by several people)	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	Public TV station - interview	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	Newspapers	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	City Council agendas	Outreach Methodology	Best methods for BART to share info - municipal/government
PTS	4/6/2010	WG	BART website	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	Video feed online	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	E-news list	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	E-news from city, chamber, Board of Supervisors	Outreach Methodology	Best methods for BART to share info - online/email

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	WG	Keep long range plan shorter and on internet	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	Shorter fliers, white space	Outreach Methodology	Best methods for BART to share info - publications
PTS	4/6/2010	WG	Facebook, Twitter	Outreach Methodology	Best methods for BART to share info - social media
PTS	4/6/2010	WG	Chat room, blog	Outreach Methodology	Best methods for BART to share info - social media
PTS	4/6/2010	WG	Sticker on newspaper cover	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
PTS	4/6/2010	WG	Form committees	Outreach Methodology	Community advisory committees
PTS	4/6/2010	WG	Develop trust with community	Outreach Methodology	Long-term relationship with community
PTS	4/6/2010	CC	Thanks for the pedometer. You don't want us to ride BART, you want us to WALK.	Outreach Methodology	Meeting methods
PTS	4/6/2010	WG	All-day workshop - future plans, budget, results to council	Outreach Methodology	Meeting types
PTS	4/6/2010	WG	Facility that meets crowd's need	Outreach Methodology	Most important to get mtg attendance - appropriate location
PTS	4/6/2010	WG	Need know exactly where meeting is	Outreach Methodology	Most important to get mtg attendance - appropriate location
PTS	4/6/2010	WG	Specific topic - why am I here? - not too broad	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
PTS	4/6/2010	WG	People need to understand purpose, background (comment repeated by several people)	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
PTS	4/6/2010	WG	Location! Location! Location!	Outreach Methodology	Most important to get mtg attendance - convenience
PTS	4/6/2010	WG	Time - start and end - evenings are better (7-8:30 pm); before the last bus	Outreach Methodology	Most important to get mtg attendance - convenience
PTS	4/6/2010	WG	Coordinate meeting times with transit schedules	Outreach Methodology	Most important to get mtg attendance - convenience
PTS	4/6/2010	WG	Learn from mistakes	Outreach Methodology	Most important to get mtg attendance - flexibility
PTS	4/6/2010	WG	Reach out to areas that are more remote	Outreach Methodology	Most important to get mtg attendance - inclusivity
PTS	4/6/2010	WG	Who am I talking to?	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	Communicate results	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	People need to care	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	Respond to people	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	BART needs to care	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	WG	Make sure participants can hear	Outreach Methodology	Most important to get mtg attendance - meeting methods
PTS	4/6/2010	WG	If you break into small groups information is lost - larger group!	Outreach Methodology	Most important to get mtg attendance - meeting methods
PTS	4/6/2010	WG	Online survey, comment	Outreach Methodology	Most important to get mtg attendance - online email info (or preferred methods for giving input to BART - surveys - but came up under heading of most important for mtg attendance)
PTS	4/6/2010	WG	Advance notice	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
PTS	4/6/2010	WG	Notification, advertising - overall	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
PTS	4/6/2010	WG	Chamber of Commerce - contact members	Outreach Methodology	Trusted organizations to reach out to - CBOs
PTS	4/6/2010	WG	Community colleges, government classes	Outreach Methodology	Trusted organizations to reach out to - educational
PTS	4/6/2010	WG	School district	Outreach Methodology	Trusted organizations to reach out to - educational
PTS	4/6/2010	WG	Cisco	Outreach Methodology	Trusted organizations to reach out to - employers
PTS	4/6/2010	WG	NAACP	Outreach Methodology	Trusted organizations to reach out to - ethnic media/organizations
PTS	4/6/2010	WG	Faith-based organizations	Outreach Methodology	Trusted organizations to reach out to - faith-based
PTS	4/6/2010	WG	City of Pittsburg - Enews	Outreach Methodology	Trusted organizations to reach out to - municipal/government
PTS	4/6/2010	WG	Board of Supervisors' List	Outreach Methodology	Trusted organizations to reach out to - municipal/government
PTS	4/6/2010	WG	Transform	Outreach Methodology	Trusted organizations to reach out to - transportation organizations
PTS	4/6/2010	WG	Veterans organization	Outreach Methodology	Trusted organizations to reach out to - veterans
PTS	4/6/2010	WG	Pay attention, hear participants	Principles - attitudes & approaches toward outreach	Public input making a difference
PTS	4/6/2010	WG	Use community input, show actual results, wallgraphics	Principles - attitudes & approaches toward outreach	Public input making a difference



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Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	CC	The ONLY reason you are holding this meeting is because you were turned down on the federal money for the Oakland Airport extension. The reality of it is, BART does NOT care what the citizens think or feel. BART exists to perpetuate itself. The people's response to BART is I just don't care...in return.	Principles - attitudes & approaches toward outreach	Public input making a difference, trust
RCH	3/31/2010	SV	The best way to communicate with us is through churches or schools. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - educational, faith-based
RCH	3/31/2010	SV	Not everyone manages to understand English. I think it's a good idea to inform about BART in schools. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - educational, translation
RCH	3/31/2010	CC	I'd like to be aware through TV or radio, I'd like it to be in English, Spanish and other languages because there are people from different countries. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
RCH	3/31/2010	SV	Yes, there is a Spanish TV channel that reaches everyone in the Bay Area. Univision 14. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
RCH	3/31/2010	WG	Radio/ TV - Language Specific-Laolian	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Flyer	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Places of work/ Employment Centers	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Electronic, e-mail, web	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Phone service (info)	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	CC	Need announcements at work, factories, places not close to BART	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	SV	BART should do more co-sponsorships with organizations in Richmond.	Outreach Methodology	Long-term relationship with community
RCH	3/31/2010	WG	Topic	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
RCH	3/31/2010	EV	There wasn't an opportunity to discuss the high cost of BART fares. There is no reason to try to connect with the community if most members of the community use BART infrequently because of the cost. To go to San Francisco roundtrip for a family of four (parents and young adults) costs over \$30.	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
RCH	3/31/2010	WG	Co-sponsor with Community Groups	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	WG	North Richmond (North Richmond Advisory Council, Shield Red) Archison Village, etc. Other neighborhoods with low BART ridership	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community
RCH	3/31/2010	WG	Interpretation/ Translation-community announcements	Outreach Methodology	Most important to get mtg attendance - translation
RCH	3/31/2010	WG	Community Event with community groups - Go to the community - Cinco de Mayo, Juneteenth	Outreach Methodology	Preferred method for giving input to BART - meeting types
RCH	3/31/2010	WG	Comment cards @ BART stations	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
RCH	3/31/2010	WG	Family friendly	Outreach Methodology	Preferred methods for giving input to BART - meeting types
RCH	3/31/2010	CC	Have a meeting in North Richmond	Outreach Methodology	Recommended meeting locations
RCH	3/31/2010	SV	Everything was excellent, and it's great that they ask for the public opinion. (Comment translated from Spanish)	Outreach Methodology	Satisfaction with Meeting
RCH	3/31/2010	WG	Richmond Main Street	Outreach Methodology	Trusted organizations to reach out to - CBOs
RCH	3/31/2010	WG	Neighborhood Councils	Outreach Methodology	Trusted organizations to reach out to - CBOs
RCH	3/31/2010	WG	Cisco	Outreach methodology	Trusted organizations to reach out to - employers
RCH	3/31/2010	WG	St. Mary's Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
RCH	3/31/2010	SV	Bart should give back to the community. Bart should co-sponsor with groups	Principles - attitudes & approaches toward outreach	Long-term relationship with community
RCH	3/31/2010	SV	I would like to see more outreach from BART through out the city of Richmond. I would also be interested in learning more about funding opportunities for non-profits and events and programs.	Principles - attitudes & approaches toward outreach	Long-term relationship with community
RCH	3/31/2010	CC	Who is your community outreach manager/offices for Richmond?	Questions for BART	Timing/process of outreach/PPP
SB	4/21/2010	EV	This is the first time I attend a meeting like this and it's very helpful and instructive to know about our public transportation and to share with the rest of our community.	Goals	Informed public
SB	4/21/2010	SV	Time to time we like to hear the changes and new services of BART.	Goals	Informed public
SB	4/21/2010	CC	Give information via meeting in community, events	Outreach Methodology	Best methods for BART to share info - direct contact with community
SB	4/21/2010	WG	San Mateo County Fair	Outreach Methodology	Best methods for BART to share info - direct contact with community/events

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	WG	Share information through the parish	Outreach Methodology	Best methods for BART to share info - direct contact with community/faith-based
SB	4/21/2010	CC	Give information via church and prayer groups	Outreach Methodology	Best methods for BART to share info - direct contact with community/faith-based
SB	4/21/2010	WG	Host a meeting	Outreach Methodology	Best methods for BART to share info - direct contact with community/meetings
SB	4/21/2010	WG	Info at libraries, community centers	Outreach Methodology	Best methods for BART to share info - local organizations
SB	4/21/2010	WG	Send info in the mail	Outreach Methodology	Best methods for BART to share info - mailings
SB	4/21/2010	WG	Local newspapers, media - Burlingame Daily, San Mateo Daily Journal, San Bruno Cable, RWC/SF/SM Examiner	Outreach Methodology	Best methods for BART to share info - media
SB	4/21/2010	CC	Give information via telecast, radio, etc.	Outreach Methodology	Best methods for BART to share info - media
SB	4/21/2010	WG	Internet, website	Outreach Methodology	Best methods for BART to share info - online/email
SB	4/21/2010	WG	Email	Outreach Methodology	Best methods for BART to share info - online/email
SB	4/21/2010	WG	Customer service number	Outreach Methodology	Best methods for BART to share info - phone
SB	4/21/2010	WG	Languages are very important	Outreach Methodology	Best methods for BART to share info - translation
SB	4/21/2010	WG	Partnered with community organizations	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	CC	Please continue having more meetings to discuss about what's going on in our community. Please include our community.	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	EV	We should have more meetings with BART.	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	EV	Thank you for coming. Please come again soon. This is a very good way to reach our communities. Keep up the good work! God Bless.	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	WG	Big groups provide confidence to talk about an issue	Outreach Methodology	Meeting methods
SB	4/21/2010	WG	People can learn, listen, participate in large group	Outreach Methodology	Meeting methods
SB	4/21/2010	WG	Host meeting at City Hall - televised monthly mtg	Outreach Methodology	Meeting types
SB	4/21/2010	WG	Community centers	Outreach Methodology	Most important to get mtg attendance - appropriate location
SB	4/21/2010	EV	St. Bruno Parish is the best venue and central to this community.	Outreach Methodology	Most important to get mtg attendance - appropriate location
SB	4/21/2010	EV	The presentation of the meeting was good and the location excellent. Thanks	Outreach Methodology	Most important to get mtg attendance - appropriate location
SB	4/21/2010	WG	To learn, inform community	Outreach Methodology	Most important to get mtg attendance - availability of information



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Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	WG	Getting the facts	Outreach Methodology	Most important to get mtg attendance - availability of information
SB	4/21/2010	EV	First time to participate in a meeting that I knew was very important to get information.	Outreach Methodology	Most important to get mtg attendance - availability of information
SB	4/21/2010	WG	Topic of the meeting	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SB	4/21/2010	WG	If it sparks my curiosity	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SB	4/21/2010	EV	The time was a little inconvenient. Maybe 6:30 pm - 7:00 pm more people will attend.	Outreach Methodology	Most important to get mtg attendance - convenience
SB	4/21/2010	EV	Timing is crucial, right after we get off from work. Not extending too long on the time limit.	Outreach Methodology	Most important to get mtg attendance - convenience
SB	4/21/2010	WG	Meeting time and location	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
SB	4/21/2010	CC	3rd Tuesday of month at City Hall - public meetings	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
SB	4/21/2010	CC	Talk to our friends when we meet about the BART	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community
SB	4/21/2010	WG	Opportunity to provide feedback	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
SB	4/21/2010	WG	People like gifts	Outreach Methodology	Most important to get mtg attendance - other factors
SB	4/21/2010	WG	Translation is very important!	Outreach Methodology	Most important to get mtg attendance - translation
SB	4/21/2010	CC	If people know there is a translation in their own language	Outreach Methodology	Most important to get mtg attendance - translation
SB	4/21/2010	WG	Contact info for Molly, rep. in area	Outreach Methodology	Preferred methods for giving input to BART - direct communication
SB	4/21/2010	WG	North Neighborhood Services - South SF	Outreach Methodology	Trusted organizations to reach out to - CBOs
SB	4/21/2010	WG	Parish	Outreach Methodology	Trusted organizations to reach out to - faith-based
SB	4/21/2010	WG	South City prayer group - Spanish	Outreach Methodology	Trusted organizations to reach out to - faith-based
SB	4/21/2010	EV	It was a good opportunity for us to know that we can participate in this kind of decision.	Principles - attitudes & approaches toward outreach	Long-term relationship with community
SB	4/21/2010	EV	Thanks for sharing with us about what's going on with the BART project. Also take some of our ideas to improve our community specifically.	Principles - attitudes & approaches toward outreach	Public input making a difference, two-way communication between BART and public

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Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	EV	Personally, I am a little skeptic about this outreach meeting. It seems that BART is doing this just to procure the federal funding to extend BART from Coliseum to Oakland Airport. It's a day late and 50 cents short! But thanks anyway.	Principles - attitudes & approaches toward outreach	Trust
SB	4/21/2010	CC	Will we be getting back information through mail, meetings, or internet, newspapers?	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFB	4/6/2010	WG	Need to invite and include youth from across neighborhood	Goals	High-quality input and participation - inclusivity (youth)
SFB	4/6/2010	CC	Laotian community should recruit by the leader	Outreach Methodology	Best methods for BART share info - direct contact with community/ethnic
SFB	4/6/2010	WG	Engage parents and schools	Outreach Methodology	Best methods for BART to share info - educational
SFB	4/6/2010	WG	Early childhood development centers	Outreach Methodology	Best methods for BART to share info - educational
SFB	4/6/2010	WG	Bring info to schools	Outreach Methodology	Best methods for BART to share info - educational
SFB	4/6/2010	WG	Alternative media	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Channel 29	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Use TV channel to provide info	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Look at what kids and seniors are watching - BET	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Mayors' Office of Economic Development	Outreach Methodology	Best methods for BART to share info - municipal/government
SFB	4/6/2010	WG	Use billboard space at T stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFB	4/6/2010	WG	Promote use of BART text and email services	Outreach Methodology	Best methods for BART to share info - phone/online/email
SFB	4/6/2010	WG	Use Housing Authority rent notices	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
SFB	4/6/2010	WG	Language specific programs - Chinese, Vietnamese, Laotian	Outreach Methodology	Best methods for BART to share info/preferred methods for giving info to BART - translation
SFB	4/6/2010	WG	Form a neighborhood committee that meet at Y and take info back	Outreach Methodology	Community advisory committees
SFB	4/6/2010	WG	Use indigenous infrastructure	Outreach Methodology	Community advisory committees
SFB	4/6/2010	WG	Integrate faith-based communities	Outreach Methodology	Long-term relationship with community
SFB	4/6/2010	WG	Have a meeting dedicated to public safety	Outreach Methodology	Meeting agendas

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFB	4/6/2010	WG	Address territories so people can get info and participate <i>(explanation added by transcriber: pay attention to gang territories/hold meetings where it is safe &amp; possible for all to attend)</i>	Outreach Methodology	Most important to get mtg attendance - appropriate location
SFB	4/6/2010	WG	B-Magic	Outreach Methodology	Recommended meeting locations - CBOs
SFB	4/6/2010	WG	Churches	Outreach Methodology	Recommended meeting locations - churches
SFB	4/6/2010	WG	SE Community Center	Outreach Methodology	Recommended meeting locations - community centers
SFB	4/6/2010	WG	Center at Sunnydale	Outreach Methodology	Recommended meeting locations - community centers
SFB	4/6/2010	WG	Bayview opera house	Outreach Methodology	Recommended meeting locations - other community venues
SFB	4/6/2010	WG	Bayview Y	Outreach Methodology	Recommended meeting locations - other community venues
SFB	4/6/2010	WG	Libraries	Outreach Methodology	Recommended meeting locations - other community venues
SFB	4/6/2010	WG	Evans campus SF	Outreach Methodology	Recommended meeting locations - schools
SFB	4/6/2010	WG	Elementary schools	Outreach Methodology	Recommended meeting locations - schools
SFB	4/6/2010	CC	We need outreach for Latino population for information updates/programs	Principles - attitudes & approaches toward outreach	High-quality input and participation - inclusivity (ethnic)
SFB	4/6/2010	WG	People need to be confident that BART can provide info	Principles - attitudes & approaches toward outreach	Trust
SFB	4/6/2010	WG	BART outreach about available activities	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFB	4/6/2010	CC	Is there any money for community development, outreach or education?	Questions for BART	Timing/process of outreach/ppp
SFC	4/12/2010	SV	In the next meeting, it would be better if every participant is provided with BART's most updated information. (Comment translated from Chinese)	Outreach Methodology	Best methods for BART to share info - clear communication
SFC	4/12/2010	CC	Chinese newspaper - and other languages	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
SFC	4/12/2010	CC	Poster at station	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFC	4/12/2010	CC	Bulletin board with valuable info	Outreach Methodology	Best methods for BART to share info - on transit or at stations

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	CC	E-mail	Outreach Methodology	Best methods for BART to share info - online/email/ preferred methods for giving input to BART - online/email
SFC	4/12/2010	CC	Not sure if community organizations' purpose is to answer questions about BART	Outreach Methodology	Best methods for BART to share info/ group misunderstood question as asking where they can get their questions about BART answered)
SFC	4/12/2010	CC	Hot line - bilingual	Outreach Methodology	Best methods for BART to share info/ preferred methods for giving input to BART - phone (translation)
SFC	4/12/2010	CC	Facebook	Outreach Methodology	Best methods for BART to share info/ preferred methods for giving input to BART - social media
SFC	4/12/2010	CC	Twitter	Outreach Methodology	Best methods for BART to share info/ preferred methods for giving input to BART - social media
SFC	4/12/2010	CC	Asking questions	Outreach Methodology	High-quality input and participation - direct input from/ communication with community
SFC	4/12/2010	EV	When a person asks a question it would be great if the question is repeated by the person who is conducting the meeting-the person with the mike.	Outreach Methodology	Meeting methods - ability to hear
SFC	4/12/2010	EV	I really appreciate the neighborhood elements that were included in the meeting	Outreach Methodology	Meeting methods - location-specific
SFC	4/12/2010	CC	Child care	Outreach Methodology	Most important to get mtg attendance - child care
SFC	4/12/2010	CC	Subject matter	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFC	4/12/2010	CC	Relevant and new info	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFC	4/12/2010	CC	Convenient time and place - after work	Outreach Methodology	Most important to get mtg attendance - convenience
SFC	4/12/2010	CC	Location (this is an excellent location)	Outreach Methodology	Most important to get mtg attendance - convenience
SFC	4/12/2010	CC	Near public transit	Outreach Methodology	Most important to get mtg attendance - convenience
SFC	4/12/2010	SV	respect comments, follow up with actions (comment from primary Chinese speaker)	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
SFC	4/12/2010	CC	Small groups	Outreach Methodology	Most important to get mtg attendance - meeting methods
SFC	4/12/2010	CC	Food - vegetarian option	Outreach Methodology	Most important to get mtg attendance - refreshments

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	OC	Publicity	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFC	4/8/2010	EV	Small meeting, perhaps more advertising	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFC	4/12/2010	OC	Translation service	Outreach Methodology	Most important to get mtg attendance - translation
SFC	4/12/2010	OC	Suggestion box for comments	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
SFC	4/12/2010	OC	Call Mollie	Outreach Methodology	Two-way communication with community
SFC	4/12/2010	OC	Concerns - are heard and BART take action	Principles - attitudes & approaches toward outreach	Public input making a difference
SFC	4/12/2010	OC	Need more transparency in BART decision-making. How do things work from comment to implementation? What is the role of the Board? Upper management? Local politicians?	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFC	4/12/2010	OC	Will respond to e-mail question?	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFC	4/12/2010	EV	More details about follow-up	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFE	4/8/2010	WG	Excelsior Action Group	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	CBO, NPs	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	Community calendars	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	Coleman Advocates Org	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	Supermarket	Outreach Methodology	Best methods for BART to share info - direct contact with community
SFE	4/8/2010	WG	Schools with parents	Outreach Methodology	Best methods for BART to share info - educational
SFE	4/8/2010	WG	Chinese newspaper	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
SFE	4/8/2010	WG	La Raza	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
SFE	4/8/2010	WG	Coffee shops	Outreach Methodology	Best methods for BART to share info - local businesses
SFE	4/8/2010	WG	Local businesses	Outreach Methodology	Best methods for BART to share info - local businesses



# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	WG	Snail mail	Outreach Methodology	Best methods for BART to share info - mailings
SFE	4/8/2010	WG	Mailers	Outreach Methodology	Best methods for BART to share info - mailings
SFE	4/8/2010	WG	TV news, radio	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Community newspapers	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Face publications	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Radio (comment repeated by several people)	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	TV (comment repeated by several people)	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Public Service Announcements	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	District 11 Council	Outreach Methodology	Best methods for BART to share info - municipal/government
SFE	4/8/2010	WG	Employment office	Outreach Methodology	Best methods for BART to share info - municipal/government
SFE	4/8/2010	WG	Flyers up in stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	Big sign at station - day, subject	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	Announce on MUNI buses	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	LED displays	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	Newspapers on turnstile	Outreach Methodology	Best methods for BART to share info - on transit or at stations/media
SFE	4/8/2010	WG	Email from BART - improve and expand content	Outreach Methodology	Best methods for BART to share info - online/email
SFE	4/8/2010	WG	BART website	Outreach Methodology	Best methods for BART to share info - online/email
SFE	4/8/2010	WG	Advertise ahead of time!	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
SFE	4/8/2010	WG	I want information in my language!	Outreach Methodology	Best methods for BART to share info - translation
SFE	4/8/2010	WG	Other languages!	Outreach Methodology	Best methods for BART to share info - translation
SFE	4/8/2010	WG	Public space with a lot of foot traffic	Outreach Methodology	Best methods for BART to share info/preferred methods for giving input to BART - direct contact with community

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	WG	Open space	Outreach Methodology	Best methods for BART to share info/preferred methods for giving input to BART - direct contact with community
SFE	4/8/2010	CC	Surlene was very good and Andi "rocks" the info gathering board.	Outreach Methodology	Meeting methods
SFE	4/8/2010	EV	The speaker's could have used a microphone at this meeting. The facilitator was having to speak over the translators and it was difficult to hear.	Outreach Methodology	Meeting methods - ability to hear
SFE	4/8/2010	WG	Large enough	Outreach Methodology	Most important to get mtg attendance - appropriate location
SFE	4/8/2010	EV	Room a bit small but otherwise excellent	Outreach Methodology	Most important to get mtg attendance - appropriate location
SFE	4/8/2010	WG	Information	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	What is happening?	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	How much will implementation cost?	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	Benefits to community	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	Get information, right people to answer questions	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	Childcare	Outreach Methodology	Most important to get mtg attendance - child care
SFE	4/8/2010	WG	Know subject of meeting	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFE	4/8/2010	WG	Subject matter	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFE	4/8/2010	WG	What are rules of meeting?	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFE	4/8/2010	WG	Time of day - after work, evenings	Outreach Methodology	Most important to get mtg attendance - convenience
SFE	4/8/2010	WG	Walkability	Outreach Methodology	Most important to get mtg attendance - convenience
SFE	4/8/2010	WG	Transit, accessible	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
SFE	4/8/2010	SV	Please have a place with better parking (comment from primary Chinese speaker)	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
SFE	4/8/2010	WG	Provide feedback, complaints	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community

# Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	WG	Listen to questions	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community
SFE	4/8/2010	WG	Outreach to community	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFE	4/8/2010	WG	Signage	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFE	4/8/2010	EV	Outreach for this meeting was poor. Few neighbors knew it was happening or what the purpose of the meeting was.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFE	4/8/2010	WG	Translation!	Outreach Methodology	Most important to get mtg attendance - translation
SFE	4/8/2010	WG	Suggestion box at station - get back via req. method	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
SFE	4/8/2010	WG	Comment wall at station - limited time	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
SFE	4/8/2010	WG	BART rep at stations - "Ask me a question." Really listen!	Outreach Methodology	Preferred methods for giving input to BART - direct communication
SFE	4/8/2010	WG	Meet the BART Supervisor	Outreach Methodology	Preferred methods for giving input to BART - direct communication
SFE	4/8/2010	WG	Discussion group	Outreach Methodology	Preferred methods for giving input to BART - meeting types
SFE	4/8/2010	WG	Email	Outreach Methodology	Preferred methods for giving input to BART - online/email
SFE	4/8/2010	WG	Feedback for BART? Response: website	Outreach Methodology	Preferred methods for giving input to BART - online/email
SFE	4/8/2010	WG	Call number	Outreach Methodology	Preferred methods for giving input to BART - phone
SFE	4/8/2010	WG	Text messages	Outreach Methodology	Preferred methods for giving input to BART - phone
SFE	4/8/2010	WG	Survey	Outreach Methodology	Preferred methods for giving input to BART - surveys
SFE	4/8/2010	WG	EDJA - Excelsior District Improvement Association	Outreach Methodology	Trusted organizations to reach out to - CBOs



Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Riders/need to hear BART announcements!	Announcements/Info at Stations	Announcements inaudible
AN	4/1/2010	CC	Put a sign at fare gates, "next BART train for X leaves in Y minutes." The CRTs on the ticket machines are not accurate enough. The question I need answered is "can I make it to the next train? Should I run?"	Announcements/Info at Stations	Better train arrival/departure info
AN	4/1/2010	CC	BART - we need for the gas	General Comments	Need for BART service
AN	4/1/2010	CC	It would be VERY convenient for bicyclists to be able to ride in the commute direction from Bay Point to North Concord (over Willow Pass) i.e. no blackout between these two stations.	Improvements in Service	More bike-friendly
AN	4/1/2010	CC	eBART - local labor hiring policy to be included in contracts for construction.	Jobs	Fair contracting/labor policies
AN	4/1/2010	CC	Please charge market rate for parking at every station. Set (and adjust) the parking costs to assure that there will always be a spot available.	Parking	Lack of sufficient parking
AN	4/1/2010	CC	Can something be done in regards to parking lot security in the early AM hours at Bay Point station? (No security in AM when I am there at 4:30 am)	Safety	Personal safety
AN	4/1/2010	CC	The attitude of the community is that BART exists to appease its OVERPAID employees, not to serve the commuter or community.	Service Issues	Multiple/general complaints re. service
AN	4/1/2010	WG	Station agents should improve service	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Employees need to improve customer service attitude!	Service Issues	Need more/better attendants
AN	4/1/2010	CC	Most station agents can tell me what time it is. Many can also tell how long till the next train in each direction. But ALL station agents can tell how long till their retirement...to the day.	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Employee badges	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Employee station agents need better training, common sense - rude to customers, don't replace ticket machine receipt paper, etc.	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Clean elevators!	Station Amenities	Elevators
AN	4/1/2010	WG	Open restrooms	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
AN	4/1/2010	WG	Clean bathrooms, fix	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
AN	4/1/2010	CC	Open the restrooms. Keeping the restrooms locked means the terrorists have won.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
AN	4/1/2010	CC	Can something be done regarding the rodent problems at Bay Point? I have seen RATs multiple times in the morning.	Station/train maintenance	Cleanliness

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	CC	Since Bay Point Station opened 13 years ago, EVERY time it rains half of more of the station is cordoned off because the rain blows in. This needs to be FIXED	Station/train maintenance	Repairs/renovations needed
AN	4/1/2010	CC	Can something be done regarding the main walkway [at Baypoint Station] and the rain/water problems? (From the stairs at entrance to the entrance gates) Very unsafe when it rains.	Station/train maintenance	Repairs/renovations needed
AN	4/1/2010	WG	Why are advertisements inaccurate, e.g. eBART?	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Requiring each city to do station-area planning for the new eBART line within a half mile of the station is insufficient. Planning must be done within a 4 mile radius for pedestrians/transit.	System Expansion Issues	Issues with eBART
AN	4/1/2010	WG	Why did BART fail to conserve tax funds from CCC to allow real BART per 62 measure? (Response: mismanagement)	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Build a light rail between Martinez and Brentwood. Have it connect to BART somewhere. eBART is not worth the money.	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Let's revisit e-BART. It was worth a half billion dollars to get rail out to Brentwood. It is not worth 470 million dollars to get it to Hillcrest.	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Because the Union Pacific turned us down (for allowing eBART tracks on the McCoCo line) we should restart from scratch with the planning. The new line should be BART gauge at minimum. BART is holding us hostage with its \$100 million per mile buy-in requirement. Charge the ACTUAL cost to build the extension from Bay Point to Hillcrest.	System Expansion Issues	Issues with eBART
AN	4/1/2010	WG	Opposed to E-BART	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Too bad you were forced to hold these meetings by being denied the federal money to build the Oakland Airport Connector. Thank god you won't waste all the resources that would have been required to build that connector.	System Expansion Issues	Issues with OAC
AN	4/1/2010	WG	Are you extending to Antioch?	System Expansion Questions/General Comments	East Contra Costa County
AN	4/1/2010	WG	Why do we have to wait for east county?	System Expansion Questions/General Comments	East Contra Costa County
AN	4/1/2010	WG	What happened to Somerville Road?	System Expansion Questions/General Comments	East Contra Costa County
AN	4/1/2010	WG	Commuter check representatives - who are they, how to contact them so businesses can offer them to employees? (Commenters didn't know that commuter checks were available through employers)	Ticketing	Commuter checks
AN	4/1/2010	WG	Receipt paper runs out on ticket machines so people cannot collect their receipts	Ticketing	Problems with ticketing machines
AN	4/1/2010	WG	Non-compliant with ADA - ticket purchasing	Ticketing	Ticketing not accessible

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	CC	How about talking some sense into AC Transit! BRT on a street parallel to the BART tracks is <i>crazy</i> .	Transit issues - non-BART	Coordination with other agencies
AN	4/1/2010	CC	The Tri Delta buses sometimes park in front of the ONLY curb cut on the east edge of the sidewalk from Bailey Road. We need a curb cut at EACH cross walk.	Transit issues - non-BART	Local street improvements
AN	4/1/2010	CC	Build a ped/bike bridge over Hwy 4 just east of the new eBART station in Antioch. It must be open 24 hours.	Transit issues - non-BART	Local street improvements
AVC	4/3/2010	CC	Are translators immediately ready at BART during a crisis? How would non-english speakers get information?	Announcements/Info at Stations	Need for multi-language announcements
AVC	4/3/2010	CC	Place languages on: magnets, ticket protectors, signs in stations/trains. Include emergency phone numbers in various languages	Announcements/Info at Stations	Need for multi-language information
AVC	4/3/2010	CC	Primary concern: security matters especially since bombing in Russia. Please share in Vietnamese what is happening at BART to protect riders.	Announcements/Info at Stations. Safety	Need for multi-language announcements/Personal safety
AVC	4/3/2010	SV	It is very useful for citizens, personal and community to learn about security and traffic rules (Comment translated from Vietnamese)	Communication	More/better information to public
AVC	4/3/2010	SV	It is very useful for security, control, help to learn about traffic rules (Comment translated from Vietnamese)	Communication	More/better information to public
AVC	4/3/2010	SV	Please help elders like me to purchase tickets with low price, if possible. (Comment translated from Vietnamese)	Cost	Discounts - senior
AVC	4/3/2010	SV	Please help elders like us to purchase BART tickets with low price (Comment translated from Vietnamese)	Cost	Discounts - senior
AVC	4/3/2010	CC	Musicians playing at various stations - is this safe? May conceal weapons in music cases.	Safety	More security needed
AVC	4/3/2010	SV	Please improve BART's security to avoid crimes, violence and terrorisms for BART riders (Comment translated from Vietnamese)	Safety	More security needed
AVC	4/3/2010	SV	Please maintain security (comment repeated by 2 respondents, translated from Vietnamese)	Safety	More security needed
AVC	4/3/2010	CC	"Please notify authorities of any unattended packages"	Safety	Personal safety
BRK	4/9/2010	WG	If there is a surcharge to airport - should be an agreement for airport workers' fares	Cost	Airport surcharge
BRK	4/9/2010	WG	Bikes - BART cars for bikes, special space for bikes	Improvements in Service	More bike-friendly
BRK	4/9/2010	WG	Corridor - how will you get money to maintain?	Issues with BART Organization	Concerns re BART budget
BRK	4/9/2010	WG	Concerns expressed about BART budget	Issues with BART Organization	Concerns re BART budget
BRK	4/9/2010	WG	Questions asked regarding opportunities for jobs in local community	Jobs	Providing jobs through BART
BRK	4/9/2010	WG	Ashby flea market - brings a lot of diversity - most of community who attends - please keep the event.	Relationship with community	Station events
BRK	4/9/2010	WG	Concerns voiced about BART police - need sensitivity training	Safety	Improvement needed to BART police service/training

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	SubTheme
BRK	4/9/2010	CC	Connectivity between lines, e.g. Richmond to Pittsburg transfer at MacArthur usually means 20-minute wait.	Service Issues	Inadequate connectivity between lines
BRK	4/9/2010	CC	Cars are overheated! Need more moderate temperature control.	Service Issues	Train environment
BRK	4/9/2010	WG	Elevator signs - need more and more clarity	Signage and Wayfinding	Need better wayfinding/signage at stations (elevators)
BRK	4/9/2010	CC	Better signage, especially for the elevators.	Signage and Wayfinding	Need better wayfinding/signage at stations (elevators)
BRK	4/9/2010	WG	Questions asked about connections between different lines	System Expansion Questions/General Comments	Connectivity between lines
BRK	4/9/2010	WG	How will OAC be paid for? Response: 60% from fares; federal funding; state funding	System Expansion Questions/General Comments	Cost of extension; Oakland Airport
BRK	4/9/2010	WG	Will there be a new station at Edgewater as part of OAC?	System Expansion Questions/General Comments	Oakland Airport
BRK	4/9/2010	CC	Need San Jose extension.	System Expansion Questions/General Comments	San Jose
CNC	4/14/2010	SV	Bart could lower the price for its services. (Comment translated from Spanish)	Cost	Fare too expensive
CNC	4/14/2010	CC	My main concern is the cost of the fares for students, seniors or older adults. Additionally, neighborhoods that have high trains; we need and can use the land under the bridges, they are dangerous areas and in certain places they only show blight and lack of care. Our neighborhoods can use them as community gardens and leisure parks. (Comment translated from Spanish)	Cost: Environmental Impact	Discounts - senior, students; greening at stations
CNC	4/14/2010	SV	Provide qualitative services. Always keep price affordable for low-income people. (Comment translated from Chinese)	Cost; improvements in service	Fare too expensive; general improvements
CNC	4/14/2010	WG	Publicize and provide local job opportunities	Jobs	Providing jobs through BART
CNC	4/14/2010	EV	I do think there is a need for more parking	Parking	Lack of sufficient parking
CNC	4/14/2010	SV	We need more Bart tracks. (Comment translated from Spanish)	Service Issues	Inadequate duration/frequency of daily service
CNC	4/14/2010	SV	We need more Bart tracks. (Comment translated from Spanish)	Service Issues	Inadequate duration/frequency of daily service
CNC	4/14/2010	SV	I have many comments/concerns. (Comment translated from Spanish)	Service Issues	Multiple/general complaints re. service

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	More info on Reader Boards	Signage and Wayfinding	Need better wayfinding/signage at stations
CNC-R2	4/28/2010	WG	Consider discounts for college students	Cost	Discounts - students
CNC-R2	4/28/2010	WG	Advertise the discounts better	Cost	Free or discount tickets/subsidized fares
CNC-R2	4/28/2010	WG	Reserved space for families and children - especially weekends	Improvements in Service	More family-friendly opportunities
CNC-R2	4/28/2010	WG	Communication about job opportunities - construction, service contracts than to take BART.	Jobs	Construction contracting opportunities
ELC	4/10/2010	CC	Child and family rates - I think it is cheaper for a family to drive to a ball game than to take BART.	Cost	Discounts - children/family
ELC	4/10/2010	CC	Senior rates on EZ Rider Card	Cost	Discounts - senior
ELC	4/10/2010	CC	Senior rates	Cost	Discounts - senior
ELC	4/10/2010	WG	Concerns raised about BART fees	Cost	Fare too expensive
ELC	4/10/2010	CC	My commute rates: \$8.00 a day is a lot! And if I go into the city on a weekend, another \$8.00.	Cost	Fare too expensive
ELC	4/10/2010	CC	Excursion fares even for entry and exit within moments	Cost	Fare too expensive
ELC	4/10/2010	CC	Noise abatement (hearing loss)	Environmental Impact	Trains too noisy
ELC	4/10/2010	CC	The very loud noise of BART, especially when going fast through the tunnel (e.g., evening service) I need earplugs! More rail grinding machines! When will this be done in tunnel? I would like feedback on this subject.	Environmental Impact	Trains too noisy
ELC	4/10/2010	WG	Concerns raised about noise of BART	Environmental Impact	Trains too noisy
ELC	4/10/2010	WG	Need an El Cerrito bus that serves as a shuttle to BART, something like the Emery-Go-Round	Improvements in service	Shuttles
ELC	4/10/2010	CC	Reduce/eliminate soliciting on trains.	Improvements in service	Supporting improvements in behavior on trains
ELC	4/10/2010	WG	Concerns raised about price of parking at BART	Parking	Cost too expensive
ELC	4/10/2010	CC	Parking fees a de facto fare increase	Parking	Cost too expensive
ELC	4/10/2010	WG	Concerns raised about safety on the BART	Safety	Personal safety
ELC	4/10/2010	CC	I miss the more frequent evening service! I take a class at night, get out at 9:30 and don't get home until 11:00. It was 10:40 - 10:45 when we had frequent evening service.	Service Issues	Inadequate duration/frequency of daily service
ELC	4/10/2010	CC	When you advertise how easy it is to "take BART to the game," it would be nice if you have increased service or longer trains available when games let out.	Service issues	Inadequate duration/frequency of daily service
ELC	4/10/2010	WG	Concerns raised about BART service	Service Issues	Multiple/general complaints re service
ELC	4/10/2010	WG	Concerns raised about operations - elevators	Station Amenities	Elevators
ELC	4/10/2010	CC	I think the Oakland Airport Connector sounds too expensive to be worthwhile for most people. It is cheaper and more convenient to park at an offsite airport lot than for 2 or more people to take BART to the airport.	System Expansion Issues	Issues with OAC



# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
ELC	4/10/2010	CC	Why can't people get youth or senior discount tickets at the ticket machines at BART stations? It seems unfair that those discounts are only available if you buy high-value tickets in advance at retail locations.	Ticketing	Difficulty of purchasing tickets/discounts
EOAK	4/6/2010	WG	BART info/how to get tickets is not in my language	Announcements/info at Stations	Need for multi-language information
EOAK	4/6/2010	WG	Senior discount? (Answer: yes, go online to "Tickets to Go")	Cost	Discounts - senior
EOAK	4/6/2010	SV	Fare is cheaper	Cost	Fare too expensive
EOAK	4/6/2010	WG	BART fares can be too expensive for new immigrants/refugees (\$8-\$12 per day plus bus fare)	Cost	Fare too expensive
EOAK	4/6/2010	WG	Is it possible to get free tickets for non-profits to give to those in need? (Answer: can buy a lump sum of tickets through EOPS or Emergency Ride Home programs)	Cost	Free or discount tickets/subsidized fares
EOAK	4/6/2010	SV	There should be more security and lower prices. (Comment translated from Spanish)	Cost, Safety	Fare too expensive, more security needed
EOAK	4/6/2010	SV	There should be more security and lower prices - BART is really expensive. Parking at the stations should also be safer. (Comment translated from Spanish)	Cost, Safety	Fare too expensive, more security needed
EOAK	4/6/2010	WG	Like BART, no complaints	General Comments	Satisfied with BART service
EOAK	4/6/2010	SV	The parking meters should be improved and the cars should be respected. (Comment translated from Spanish)	Parking	General problems with parking
EOAK	4/6/2010	SV	More safety parking for customer	Parking, Safety	Lack of sufficient parking/ personal safety
EOAK	4/6/2010	WG	Parking hours are too limited and cars are broken into	Parking, Safety	Lack of sufficient parking/ security of property
EOAK	4/6/2010	SV	There shouldn't be any restrictions in the parking lots, for example time restrictions. We need information on how to exchange the BART tickets that still have credit, for example 5, 20, 40, 80 cents, etc. (Comment translated from Spanish)	Parking, Ticketing	Lack of sufficient parking, inconvenience of ticket exchange
EOAK	4/6/2010	WG	BART police should participate in trainings for mental health crisis intervention	Safety	Improvement needed to BART police service/training
EOAK	4/6/2010	SV	BART should be safer. (Comment translated from Spanish)	Safety	More security needed
EOAK	4/6/2010	SV	I don't have any comments. Only that there should be more security and less violence on BART. (Comment translated from Spanish)	Safety	More security needed
EOAK	4/6/2010	SV	There should be more security. (Comment translated from Spanish)	Safety	More security needed
EOAK	4/6/2010	SV	Well there not a lot of violence in the BART but to be more Police in case there is going to be a violence.	Safety	Personal safety
EOAK	4/6/2010	SV	There should be more security because there is a lot of robbery and stolen cars. Also we shouldn't have to pay for parking. (Comment translated from Spanish)	Safety, parking	More security needed, parking cost too expensive

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
EOAK	4/6/2010	SV	There should be more security, and we shouldn't have to pay for parking. When I take Bart and I walk back home I'm scared to walk there or back to my car in the parking lot. (Comment translated from Spanish)	Safety, parking	More security needed; parking cost too expensive
EOAK	4/6/2010	SV	When I have taken Bart I've felt very unsafe to leave my car in the parking lot for the whole day. Also, parking should be free and under Bart's responsibility. (Comment translated from Spanish)	Safety, parking	More security needed; parking cost too expensive
EOAK	4/6/2010	WG	Hard to get to services (homeless, mental health)	Service issues	Service doesn't go where needed
EOAK	4/6/2010	WG	Will BART expand Lake Merritt area (Admin bldg.)?	System Expansion Questions/General Comments	Downtown Oakland
EOAK	4/6/2010	WG	Long lines to get tickets	Ticketing	Difficulty of purchasing tickets
EOAK	4/6/2010	WG	Not able to get more than 2 tickets on a card (debit or credit)	Ticketing	Difficulty of purchasing tickets
EOAK	4/6/2010	WG	Fare tickets that have 5 or 10 cents cannot be used (response: you can collect and turn in for one card)	Ticketing	Inconvenience of ticket exchange
EOAK	4/6/2010	WG	Monthly pass? (Answer: no, but we have the "Easy Rider Card" or Translink)	Ticketing	Pass cards
EOAK	4/6/2010	WG	How do we get AC Transit info? (Answers: some info here now, we can bring more to community center)	Transit issues - non-BART	Coordination with other agencies
FRE	3/31/2010	CC	PA - standard/recorded voice - different languages?	Announcements/info at Stations	Need for multi-language announcements
FRE	3/31/2010	CC	Make visual announcements of stations in cars - use electronic signs with different languages.	Announcements/info at Stations	Need for multi-language announcements
FRE	3/31/2010	CC	Needs - more locations at station's parking lot to pay for slots. Having only payment inside the stations is very inconvenient, especially in bad weather.	Parking	Difficulty in paying for parking
FRE	3/31/2010	CC	Better way-finding signs for LEPs, blind	Signage and Wayfinding	Wayfinding for sight-impaired
FRE	3/31/2010	CC	I hope BART should have full-time janitor so customer can use more cleaner restroom and also the seats inside some of those I feel should be clean/w vacuum or steam whatever. Thanks.	Station/train maintenance	Cleanliness
FRE	3/31/2010	CC	Please explain the Livemore extension.	System Expansion Questions/General Comments	Livemore
FRE	3/31/2010	CC	More locations for redeeming low value tickets. It is very inconvenient now. Ticket exchange	Ticketing	Inconvenience of ticket exchange
HWD	4/2/2010	CC	If additional fares for OAC can't pay the debt, won't that hurt all of BART and cause increased fares and decreased service?	Cost	Concern re. fare increases
HWD	4/2/2010	CC	Are you gonna make more jobs available to BART?	Jobs	Providing jobs through BART



# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
HWD	4/2/2010	CC	The other night at 10 PM a man stopped in the middle of handicapped lot to let off woman whose car was parked there and then she couldn't get stuff out of back. There were plenty of empty spaces. I pulled out and couldn't go anywhere or my friend who gave me ride from Fremont. When I asked them to move she said: don't disturb us we're busy.	Parking	Congestion in parking lots
HWD	4/2/2010	CC	The cars just stop in middle of LOT and wait - can't get by them.	Parking	Congestion in parking lots
HWD	4/2/2010	CC	Better lighting and signage outside of BART area for people who don't know exactly where BART is located - no signage on Footmill or other streets (Hayward station)	Signage and wayfinding	Need better signage/wayfinding directing people to station
HWD	4/2/2010	CC	Since OAC made no economic sense 25 years ago, when the cost was 100 million dollars, why does it make sense today at 500 million dollars?	System Expansion Issues	Issues with OAC
HWD	4/2/2010	CC	How does OAC benefit residents of Oakland?	System Expansion Issues	Issues with OAC
HWD	4/2/2010	CC	How will it help the local community - specifically the Oakland Airport extension? What is the employment make-up of BART? How will it [OAC] help community employment? Equity? Analysis. Why pulled?	System Expansion Issues	Issues with OAC
HWD	4/2/2010	CC	What benefits will residents in East Oakland get from this project? What are the alternatives or options on the table? What could be built instead with 500 million? [Commenter didn't specify project - assume meant OAC]	System Expansion Issues	Issues with OAC
Online	N/A	ON	Inconsistent Holiday schedules, I never know which holidays the holiday schedule will be implemented for until it's too late. Some holidays the schedule is regular weekday schedule, sometimes they're not. A flyer posted at the turnstiles would be helpful the week before a holiday regarding scheduling.	Announcements/Info at Stations	Better schedule info
Online	N/A	ON	Also, the message boards at the stations are really annoying. All I want to know is when the next train is coming and all I see is the security verbiage and event announcements. You should always have a least one board that only runs arrival times of trains.	Announcements/Info at Stations	Better train arrival/departure info
Online	N/A	ON	Increase in fares-you should see a large drop in riders and income. Would like to see low-income reduced rate Bart cards like senior/disabled cards????	Cost	Fare too expensive; free or discount tickets/subsidized fares
Online	N/A	ON	Fares are too high and service is inadequate on the weekends. Don't you all ride the trains -- if you did, you'd know that the trains are overcrowded on weekend nights.	Cost; Service Issues	Fare too expensive; inadequate duration/frequency of daily service
Online	N/A	ON	Also I am a R+N and NP. I am very concerned about the hearing damage to regular BART riders who do not realize they should cover their ears especially in the tube and between Ashby and Berkeley.	Environmental Impact	Trains too noisy

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	I recently moved away from BART service but will be returning to the East Bay shortly. During my normal East Bay living I personally use BART at least 1/week and my partner used it daily as a commute method. BART has been a part of my life as I'm an East Bay native and I am very committed to making sure BART continues to work.	General Comments	Need for BART service
Online	N/A	ON	Love the convenience of BART.	General Comments	Satisfied with BART service
Online	N/A	ON	Bikes on BART. Just solve it already.	Improvements in service	More bike-friendly
Online	N/A	ON	Make BART more Bike Friendly and run later hours	Improvements in service; Service Issues	More bike-friendly; inadequate duration/frequency of daily service
Online	N/A	ON	Please fire Tony Plione. His continued employment at BART is an affront to civil rights and is damaging BART's reputation.	Issues with BART Organization	Issues with BART staff
Online	N/A	ON	Increase parking in Oakland and Berkeley before spending money on extending the system. Get the city to change from 2-hr. limit to all day the parking on that first 2-hr. block on Miles as you go East from Rockridge BART -there are only two houses on that block and they DON'T NEED the whole block for friends and tradesmen, who seldom use it and could park around the corner on a sidewalk.	Parking	Lack of sufficient parking
Online	N/A	ON	I have just heard that the BART chief of police has ordered a stand-down on the use of tasers, for additional training. In my opinion, you ought to consider getting rid of them altogether. The original premise for obtaining them was not well founded. In practice, they are used not when firearms might be used (which is very rare on BART), but when batons might be used, or as in the recent incident, when there is no appropriate weapon (including tasers) which can be used. Tasers create more trouble than they avoid, on BART and elsewhere. Just get rid of them and train your officers on the use of the baton.	Safety	Improvement needed to BART police service/training
Online	N/A	ON	The last survey concluded that more BART officers need to have a presence on the trains. Since that time, I have not seen a single officer on a BART train. BART needs to respond to the riders needs immediately. Some riders are mis-behaved and it is becoming a serious problem.	Safety	More security needed
Online	N/A	ON	Safety on BART trains - no conductors/security around	Safety	Personal safety
Online	N/A	ON	I feel like im talking to myself on this and i dont accept any of barts reasons for not getting bay area commuters safe access back to the east bay from the city late at night when the bars are closing, track maintenance does not out weigh driving drunk on the bay bridge because bart just cant seem to make just one more run or so before bart services shut down for the evening. no one actually wants to hear poorly executed excuses...just do the right thing and extend service and save some lives in the process.	Service Issues	Inadequate duration/frequency of daily service

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	Frustration over the service. Half the time employees are more interested in talking with their friends than assisting with actual. Frequent delays (10 minutes is a delay) that are not announced leaving us standing around, and a general feeling that nobody at BART really cares about our interests or needs. The fact that my wife and I can get to work faster then taking Bart (Over an hour each way) and have to pay half as much seems obscene, and now you charge for parking. I just don't get why the people whom can afford things the least are the ones hardest hit in the community by service issues. Seems like if we are going to fix public transit, it should be the go to not a car but everything that is done seems to be the opposite and pushes people to their cars.	Service Issues	Multiple/general complaints re service
Online	N/A	ON	BART raised fares right after I moved farther out. \$9 daily is too much but do not have a car. Complaints re condition of restroom and water leakage as evidence of structural problems at North Berkeley station, slipping down the stairs at MacArthur because janitors are mopping in late afternoon; if BART needs more money, where is our money being spent that stations are not being kept responsibly? Multiple station agents every evening at Pittsburg/Bay Point - is that a necessary expense? Feel that I have no voice even though feeling part of BART's operational expenses. Feel underserved when there's a financial deficit riders get hit with higher fares and/or reduced service, actually reduces ridership (look at AC Transit as example). Wish management would look at cutting pay across the board; can barely afford to commute on BART and pay mortgage and bills and yet a station agent is earning close to six figure? (Note: Comment is summarized, was too many characters to fit here in full)	Service Issues	Multiple/general complaints re service
Online	N/A	ON	Bart has become very unreliable. Bart has not been on time once in the past week. Bart unfortunately proven to the public that it can not be relied upon to get anywhere on time. You would think after years of practice, you could range within 10 minutes of an eta. Bart cannot. Bart should review employee procedures and ensure that they are complying.	Service Issues	Trains not on time

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	To improve equity amongst riders of different economic backgrounds, BART should charge for parking, allow for discounts on BART fares for people transferring from other transit services (using Translink only to pay for both services), and increasing service in the urban core. You should eliminate Senior and Youth discounts. BART should examine the long-term shift in demographics around their stations to see if those neighborhoods tend to shift toward more affluent populations and then argue that those are changes beyond BART's control which influence the make-up of your ridership. Overall, BART's ridership should be considered within the overall context of transit services within the areas they serve including the ridership of AC Transit, MUNI, Samtrans, Union City, County Connection, etc. It should be viewed as an integrated system whereby BART carries certain demographics, but AC Transit carries another and together they serve everyone.	Service issues: Transit issues non-BART	Multiple/general complaints re service; coordination with other agencies
Online	N/A	ON	I want to address gender neutrality with BART's single-user public restrooms.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
Online	N/A	ON	Angry over having paid BART taxes since the beginning, but not getting real BART in East County, while Santa Clara County gets real BART but has not paid; eBART using track not compatible with real BART, should it come to be.	System Expansion Issues	Issues with eBART
Online	N/A	ON	I am really unhappy about the prospects of e-BART to Antioch as opposed to the regular BART trains. With BART planned extensions in Livermore, to San Jose and other expansion products, it seems unfair that the people of Antioch, Brentwood and others get the short stick. It seems that it is completely socioeconomic; those with less political and economic power get the least. You slap the people of Antioch with a backhanded e-BART and tell them to take what you're giving them and like it!	System Expansion Issues	Issues with eBART
Online	N/A	ON	BART needs to have service like the VMATA (Metro Rail) or LA Metro Rail. I would also like to suggest extensions to Solano and Napa Counties or at least all the way to Crockett. If the Metro Rail cars are too expensive, how about a Light Rail extension to Crockett from El Cerrito?	System Expansion Questions/General Comments	North Bay Area
Online	N/A	ON	Please study the 30th and Mission infill station!	System Expansion Questions/General Comments	San Francisco
Online	N/A	ON	I wish BART would run from North Concord/Martinez to the Fairfield/Suisun City/Vacaville area	System Expansion Questions/General Comments	Solano County
PTS	4/6/2010	WG	Accessible services for people with disabilities	Accessibility of service	Access for disabled

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	WG	Want more information, follow-up - what was the problem?	Communication	More/better information to public
PTS	4/6/2010	WG	Communication between BART and cities! ex. Pittsburg specific plan	Communication	More/better information to public
PTS	4/6/2010	WG	Livemore expansion? (Response fare hikes affect all riders)	Cost	Cost of extension - too expensive
PTS	4/6/2010	CC	Full-page letter received, gives context for suggestion that BART issue low income workers at airports a discounted BART ticket to get to work - possibly issue these tickets directly (or sell at a discount) to companies at airport sites. Tell all that BART is doing its part to keep salaries and prices competitive in the Bay Area. Links this to economic recovery.	Cost	Cost of extension - too expensive
PTS	4/6/2010	WG	Discount tickets for low-income/residents/SFO employees? (Response commuter checks from employers)	Cost	Fine or discount tickets/subsidized fares
PTS	4/6/2010	WG	Coordinating crossover project - bus/BART	Improvements in service	Transfer between transit modes/agencies
PTS	4/6/2010	WG	Better coordination between transit agencies overall!	Improvements in service	Transfer between transit modes/agencies
PTS	4/6/2010	WG	Track maintenance - 2 hour delay, can it be shortened?	Service Issues	Delay for maintenance
PTS	4/6/2010	WG	Sunday service - can it come earlier than 8 am?	Service Issues	Inadequate duration/frequency of daily service
PTS	4/6/2010	CC	BART doesn't start until 8 am on Sundays. I and 75 people were waiting at the Bay Point BART station (2 years ago) Staff opened the flood gates at 7:58 and we ran to catch the train. Those who ran fast and already had a ticket made it. The train left ON TIME. Everyone else got left behind and had to wait for the next train. This is indicative of BART's attitude toward its customers.	Service issues	Inconsiderate treatment of customers
PTS	4/6/2010	CC	Those who DO NOT arrive at BART stations by car should not subsidize those who do. Conversely spend the same amount of money on ped/bike/transit amenities that you do on parking spaces and parking structures.	Station Amenities	General
PTS	4/6/2010	WG	Restrooms for disabled people	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
PTS	4/6/2010	CC	Control at the stations - restroom available for disabled	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
PTS	4/6/2010	CC	Open ALL bathrooms, especially for women, children and seniors.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)

Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	CC	Pittsburg/Bay Point station to Railroad Ave. now! As BART has control of this right-of-way and Hwy 4 is completed to almost to Loveridge Road.	System Expansion Issues	East Contra Costa County
PTS	4/6/2010	WG	Extension to Livermore and Antioch? Not honest or fair!	System Expansion Issues	Extensions not going where most needed
PTS	4/6/2010	WG	eBART - diesel, expensive communication was not accurate, out to people	System Expansion Issues	Issues with eBART
PTS	4/6/2010	CC	Why does BART not fulfill its original promise to Antioch and Livermore to put "real" BART to their cities. What they get is eBART which is <del>not</del> what was promised and PAID for all these years.	System Expansion Issues	Issues with eBART
PTS	4/6/2010	CC	The decision to build e-BART of DMVs and of standard gauge was made by 5 or 6 people on TRANSPAN in 2003. None of these decision makers were regular BART riders. These people made a BIG mistake. And now we are stuck with it. BART HATES its riders. This is evidence. The eBART boondoggle is a colossal waste of our money.	System Expansion Issues	Issues with eBART
PTS	4/6/2010	CC	The reason we are having e-BART crammed down our throats is BART's misguided "buy-in" requirement for extensions. 100 million dollars per mile is a Big Risk. Build the extension as REAL BART at its actual cost!	System Expansion Issues	Issues with eBART
PTS	4/6/2010	WG	Finish projects on time!	System Expansion Issues	Project schedules not followed
PTS	4/6/2010	WG	Why doesn't BART follow its timeframe commitments? Esp. east county	System Expansion Issues	Project schedules not followed
PTS	4/6/2010	CC	Timing of projects start and finish DATES - especially for E. County	System Expansion Questions/General Comments	East Contra Costa County
PTS	4/6/2010	WG	What are plans to extend BART?	System Expansion Questions/General Comments	General plans
PTS	4/6/2010	WG	Orange ticket for teens? - School has to sell the ticket, clarify where people can get tickets, what are available	Ticketing	Difficulty of purchasing tickets/discounts
RCH	3/31/2010	SV	Yes. On the weekend, when there is transfer, please have the driver announce by mic that passengers need to change to another BART on time. (Comment translated from Spanish)	Announcements/Info at Station	Availability of info, need for multi-language announcements
RCH	3/31/2010	SV	I'd like to know in advance of important changes in the schedule or routes. (Comment translated from Spanish)	Announcements/Info at Station	Better schedule info
RCH	3/31/2010	SV	Bart ads should be in Spanish because there are people who don't speak English or understand it. (Comment translated from Spanish)	Announcements/Info at Station	Need for multi-language information



# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	CC	My comment is about passengers avoiding delays when arriving at their destinations through BART. I "think" the best way is broadcasting through TV and Radio. I think another way is using "cell" phones, not by voice calling but by sending text messages, letting us know the nature of the delay, time, accident, etc. As you know, mobile phone companies already send us information via text about balance, offers, and all sorts of other information. This way, we would avoid delays by using other transportation options and arriving on time at our destination. Thanks (Comment translated from Spanish)	Announcements/info at stations	Better train arrival/departure info
RCH	3/31/2010	CC	Need: announcements on train and platform in different languages	Announcements/info at Stations	Need for multi-language announcements
RCH	3/31/2010	CC	Please give announcements in Spanish, English and all the other languages that are spoken here. (Comment translated from Spanish)	Announcements/info at Stations	Need for multi-language announcements
RCH	3/31/2010	WG	Interpretation/ Translation-more information in other languages at stations about delays, conditions etc.	Announcements/info at Stations	Need for multi-language information
RCH	3/31/2010	CC	I like this service. We need a lot more information about new projects.	Communication	More/better information to public
RCH	3/31/2010	CC	What is the best way to get information to be distributed to customers and employers?	Communication	More/better information to public
RCH	3/31/2010	SV	Thank you for the information printed -I can share it with people who use BART daily and haven't heard this information before. (Comment translated from Spanish)	Communication	More/better information to public
RCH	3/31/2010	CC	If there's an extension in the BART system, does this mean it will be expensive? (Comment translated from Spanish)	Cost	Cost of extension - too expensive
RCH	3/31/2010	CC	Senior tickets with the increase's etc. with increase of need and larger senior times	Cost	Discounts - senior
RCH	3/31/2010	CC	Would it be possible to have a student discounted plan for high school students? (Comment translated from Spanish)	Cost	Discounts - students
RCH	3/31/2010	CC	Please make a good discount for students. (Comment translated from Spanish)	Cost	Discounts - students
RCH	3/31/2010	CC	Discount tickets for students. (Comment translated from Spanish)	Cost	Discounts - students
RCH	3/31/2010	CC	BART is too expensive for me!	Cost	Fare too expensive
RCH	3/31/2010	CC	Is too expensive the ticket. Do you do something to paid less for.	Cost	Fare too expensive
RCH	3/31/2010	CC	The price of tickets are very expensive. We need the BART, but it is too expensive. (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	SV	Yes, I want to know why they charge a child as much as a child (sic) (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	SV	In such difficult times for everyone, but especially for those people who use public transportation the most, my question is if they could lower the prices a bit. Thank you. (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	SV	They should provide information about how to have better fares to travel on BART, for example round-trips could be cheaper. (Comment translated from Spanish)	Cost	Fare too expensive



Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	SV	I'd like to know what we can do to lower the prices. (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	CC	Please reduce price of ticket to half - give these passes to everyone. (Comment translated from Spanish)	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	SV	Bart is too expensive to ride. Discount cards or passes should be made available not only for children and seniors	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	SV	There should be some sort of discount for low income residents to ride Bart.	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	CC	Provide 1/2 price tickets to all frequent passengers. (Comment translated from Spanish)	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	CC	What is BART doing to take care of the environment? (Comment translated from Spanish)	Environmental Impact	Renewable energy sources
RCH	3/31/2010	CC	The BART service is very important, I think everyone needs it. (Comment translated from Spanish)	General Comments	Need for BART service
RCH	3/31/2010	CC	I am quite pleased with BART services, my comment is that BART should give away tickets once in a while so we can travel with our families and children. That way, we can show them that BART is a good public transportation, an alternative to using the car and a way to a cleaner environment. I used it for seven straight years and it was very good. So, thanks BART. (Comment translated from Spanish)	General Comments, Cost	Satisfied with BART service, free or discount tickets/subsidized fares
RCH	3/31/2010	CC	Why is BART charging for the parking lot? It was free. (Comment translated from Spanish)	Parking	Cost too expensive
RCH	3/31/2010	CC	Why is there a charge for the BART parking lot? It used to be free. (Comment translated from Spanish)	Parking	Cost too expensive
RCH	3/31/2010	CC	What are the security measures in place in case of an earthquake? (Comment translated from Spanish)	Safety	Emergency preparedness
RCH	3/31/2010	CC	I would like to see more security patrol at the Richmond station during the night. I think it is very dangerous right now, especially in the evenings. (Comment translated from Spanish)	Safety	More security needed
RCH	3/31/2010	CC	More security outside the BART stations. (Comment translated from Spanish)	Safety	More security needed
RCH	3/31/2010	CC	Question about BART inspection. (Comment translated from Spanish)	Safety	Need for more security
RCH	3/31/2010	CC	You should have more safety in BART. (About 1 year ago in Richmond - going to "TARGET" - someone shot a bullet at BART!)	Safety	Personal safety
RCH	3/31/2010	CC	What do you doing about security of the people?	Safety	Personal safety
RCH	3/31/2010	CC	What's going on with safety in Richmond station? It's very dangerous at night. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	CC	More security outside BART stations (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	CC	Please pay more attention to safety in the last Richmond station because it's dangerous. Many people gather outside the station and we are all scared. We have children and we are regular BART users. (Comment translated from Spanish)	Safety	Personal safety

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	SubTheme
RCH	3/31/2010	CC	Would like to have more security during the evening time at the Richmond because it's dangerous in most evenings. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	SV	The safety of people. The safety of not being attacked by other people when using BART. The safety and security on and around BART are important. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	SV	How safe is it to travel on BART with children during the ??? (congestion??) (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	SV	At night there should be more security. My children take BART, and sometimes at night, and Richmond is not so safe. I'd like it if a meeting about violence could be organized like they have organized this one. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	CC	The BART service is good but has poor Security. I wait for the bus at nights and there is absolutely no security patrol. There is a lot of vandalism. (Comment translated from Spanish)	Safety	Personal safety, security for property
RCH	3/31/2010	CC	Well, my question is what kind security you guys have. One time I saw a guy stealing a bicycle in front in the person's eyes who works in the office? And I will like to be comfortable when I'm traveling in the train. Sometimes people ask me for money or for other things.	Safety	Personal safety, security for property
RCH	3/31/2010	CC	You should charge for parking (at El Cerrito del Norte) in order to provide safety for the vehicles. (Comment translated from Spanish)	Safety	Security for property
RCH	3/31/2010	CC	A charge for the use of the El Cerrito del Norte parking lot was necessary, this provides security to the cars. (Comment translated from Spanish)	Safety	Security for property
RCH	3/31/2010	CC	My question is the security in BART. The information given through the loudspeaker at the platform is only in English, what about the other languages? What about the price? Security, Police? (Comment translated from Spanish)	Safety, Announcements/info at Stations, Cost	Personal safety, need for multi-language announcements: fare too expensive
RCH	3/31/2010	CC	BART should travel more frequently on weekends, it should be like weekdays. (Comment translated from Spanish)	Service issues	Inadequate duration/frequency of daily service
RCH	3/31/2010	CC	BART is always later on weekends than during the week. (Comment translated from Spanish)	Service issues	Trains not on time
RCH	3/31/2010	CC	For the train operator - why not synchronize the way the trains run (schedules)? (Comment translated from Spanish)	Service issues	Trains not on time
RCH	3/31/2010	CC	To the person in charge of the schedule: why are the train rides not synchronized? (Comment translated from Spanish)	Service issues	Trains not on time
RCH	3/31/2010	CC	I think it's a good idea to extend the BART because there will be less traffic, less accidents. (Comment translated from Spanish)	System Expansion Questions/General Comments	General plans

Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	CC	In the future are you planning on extending the BART to more counties? I use BART a lot and I'd like to know. I live in Richmond and I use it to go to SF. I like BART because I save time and I'm not stuck on traffic or pay for the bridge. Especially I like BART because it's safe. That's all thanks. (Comment translated from Spanish)	System Expansion Questions/General Comments	General plans
RCH	3/31/2010	CC	Can you send me information about: Hi. 1. My question is if there is a plan to extend the BART system to other cities. 2. Have you considered not charging any fares to children younger than 5 years? (Comment translated from Spanish)	System Expansion Questions: Discounts	General plans, discounts - children/family
SB	4/21/2010	CC	Where can you pick up BART rates, schedule and fares - BART reply: brochure. Lately there's more in BART stations	Announcements/info at stations	Availability of info
SB	4/21/2010	CC	Why does riding BART to the airport stations away from San Bruno cost more than riding BART from San Bruno to SF?	Cost	Airport surcharge
SB	4/21/2010	CC	Will fares increase within time? And how much will it increase?	Cost	Concern re. fare increases
SB	4/21/2010	CC	Concerns about fare increases and parking fees especially now that the economy is so bad, people losing jobs and unemployment is so much.	Cost	Concern re. fare increases
SB	4/21/2010	CC	Senior fare	Cost	Discounts - senior
SB	4/21/2010	CC	It's a little too expensive to ride it.	Cost	Fare too expensive
SB	4/21/2010	CC	Lower fare.	Cost	Fare too expensive
SB	4/21/2010	CC	How about more subsidized fares?	Cost	Free or discount tickets/subsidized fares
SB	4/21/2010	CC	It would be nice to get a free tickets to ride BART.	Cost	Free or discount tickets/subsidized fares
SB	4/21/2010	CC	Will there be a special rate for limited or low income people?	Cost	Free or discount tickets/subsidized fares
SB	4/21/2010	CC	Are there affordable fares available and security measures for BART riders?	Cost, Safety	Free or discount tickets/subsidized fares, more security needed
SB	4/21/2010	CC	How is BART helping with the economic crisis?	Cost?	Concern re. fare increases?
SB	4/21/2010	CC	The BART is a blessing to Bay Area to minimize the traffic and improve air quality. Less accidents - reduce stress among the people who drive every day. Some money in parking the car and traffic ticket.	General Comments	Satisfied with BART service
SB	4/21/2010	CC	I like the punctual schedule.	General Comments	Satisfied with BART service
SB	4/21/2010	CC	Make a better leeway of transferring from a Fremont train to a Pittsburg Bay Point without waiting an extra 20 minutes for another train, or from San Francisco train to a Richmond train.	Improvements in service	Better connectivity between lines
SB	4/21/2010	CC	What is the percentage of BART ridership on the San Mateo county population?	Miscellaneous Questions	Ridership
SB	4/21/2010	CC	What is the maximum passenger capacity per car of the train?	Miscellaneous Questions	Train capacity

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	CC	I'm concerned about the use of laser gun and security. What is being done to ensure public safety without abuse use of force?	Safety	Improvement needed to BART police service/training
SB	4/21/2010	CC	I just want to thank you for having such a great transportation. I use BART a lot. I will say, my parents and family travel very often and we use BART to and from the airport. The only thing that bothers me or is somehow worrisome is riding when there is nobody at the stations. I wish there was a security guard or somebody at each station.	Safety	More security needed
SB	4/21/2010	CC	Lately, it's been happening bad incidents on BART especially when people get mugged. More security need it.	Safety	Personal safety
SB	4/21/2010	CC	More security at BART station.	Safety	Personal safety
SB	4/21/2010	CC	How safe is BART?	Safety	Personal safety
SB	4/21/2010	SV	I would say "security" on board and/or stations.	Safety	Personal safety
SB	4/21/2010	CC	After listening of some accidents that happen at the BART station I was suggested that they should put more attention about putting cameras or more security specially with cooperate with more idea about how to improve our community.	Safety	Personal safety
SB	4/21/2010	CC	How about BART security? (Police or staff on board)	Safety	Personal safety
SB	4/21/2010	CC	Is there any safety/security improvement?	Safety	Personal safety
SB	4/21/2010	CC	How about on time? Delays?	Service Issues	Delays. Trains not on time
SB	4/21/2010	CC	Extend the time for those people that they work late to have the opportunity to use the BART at least after midnight.	Service Issues	Inadequate duration/frequency of daily service
SB	4/21/2010	CC	My husband would love to use the BART, specially that he works as a janitor in the city, downtown but by the time he gets off work, no more BART service. A lot of the Hispanic community has this type of work and getting to and from through BART it's an issue.	Service Issues	Inadequate duration/frequency of daily service
SB	4/21/2010	CC	Is BART developing a way or ways to improve service to the communities?	Service Issues	Multiple/general complaints re service
SB	4/21/2010	CC	Despite recent cut-backs, will BART ever "go back" to how it used to be (cleaner cars, well-maintained stations, more trips, more cars, improved interior of cars, reasonable fare hikes, etc.)	Service Issues	Multiple/general complaints re service
SB	4/21/2010	CC	Nobody available to assist if you have question about which train to take.	Service Issues	Need more/better attendants
SB	4/21/2010	CC	Are there amenities for BART commuters?	Station Amenities	General
SB	4/21/2010	CC	Clean restrooms?	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SB	4/21/2010	CC	Available restroom.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SB	4/21/2010	CC	What about some trains (not all) that are dirty or worn-out fabric seats?	Station/train maintenance	Cleanliness
SB	4/21/2010	CC	Upgrade the train: i.e., seat covers, carpets, etc.	Station/train maintenance	Repairs/renovations needed

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	CC	How about door jammed? Less?	Station/train maintenance	Repairs/renovations needed
SB	4/21/2010	CC	Why is platform 3 at Colma station closed indefinitely, knowing it's not a direct crossover platform?	Station/train maintenance	Repairs/renovations needed
SB	4/21/2010	CC	When will they (BART) consider a complete circle travel of the Bay Area? It makes sense to add or extend service from Millbrae to San Jose - even if it has to be done city by city. Caltrain seems near its end. Who designs each station? Is there a contest? Safety concerns? Security at night? Parking? Enough space? Millbrae yes but Daly City does not have enough. What will it take for action? e.g. Fremont to San Jose is happening - we want it too.	System Expansion Questions/General Comments	General plans
SB	4/21/2010	CC	Will BART extend their connections?	System Expansion Questions/General Comments	General plans
SB	4/21/2010	CC	When you think the BART will go to Oakland Airport and San Jose? How much it could cost to ride by BART?	System Expansion Questions/General Comments	Oakland Airport, San Jose
SB	4/21/2010	CC	Will there be an extension of service (project) from Millbrae Station to more of the south corridor (in the future)?	System Expansion Questions/General Comments	Peninsula
SB	4/21/2010	CC	I was wondering if there are plans to extend BART to San Mateo?	System Expansion Questions/General Comments	Peninsula
SB	4/21/2010	CC	How about extending BART to San Jose?	System Expansion Questions/General Comments	San Jose
SB	4/21/2010	CC	When the BART is going to San Jose, any future plans? How soon?	System Expansion Questions/General Comments	San Jose
SB	4/21/2010	CC	The new connection to San Francisco to San Jose.	System Expansion Questions/General Comments	San Jose
SB	4/21/2010	CC	I will like to see a change machine. Sometimes I don't have small bills or change to buy the ticket and is always hard to buy the ticket.	Ticketing	Difficulty of purchasing tickets
SB	4/21/2010	CC	At North Berkeley station, where there's an elevator at the end of the platform for wheelchair accessible service, why can't there be an Add-Fare machine for those need to add money to ticket before exiting the station via the elevator to the parking lot.	Ticketing	Ticketing not accessible
SB	4/21/2010	CC	What is the implication of the "bullet train" with regards to BART? (Concern)	Transit issues - non-BART agencies	Coordination with other agencies
SFB	4/6/2010	WG	Access to BART?	Accessibility of service	Access for disabled
SFB	4/6/2010	WG	Accessibility	Accessibility of service	Access for disabled
SFB	4/6/2010	WG	Provide BART "realtime" info and scheduling info for connecting buses and train	Announcements/info at Stations	Better train arrival/departure info



Mtg	Date	Source	Comment	Main Theme	Subtheme
SFB	4/6/2010	WG	Put kiosks in key places/accept commuter checks in more locations	Announcements/info at Stations; Ticketing	Availability of info; commuter checks
SFB	4/6/2010	WG	Publicize reduced fares for children - put discount booths in Bayview	Cost	Discounts - children/family
SFB	4/6/2010	WG	Look at other transportation models - Philadelphia, Chicago	Improvements in service	General improvements
SFB	4/6/2010	WG	Partner with CBOs that already have transit to provide shuttles	Improvements in service	Shuttles
SFB	4/6/2010	WG	Provide shuttles like they do in suburbs	Improvements in service	Shuttles
SFB	4/6/2010	CC	Shuttle from BUI to BART	Improvements in service	Shuttles
SFB	4/6/2010	WG	Provide shuttle connections	Improvements in service	Shuttles
SFB	4/6/2010	CC	PR campaign/code of conduct (Paris Metro does this) - staying to the right on escalators, no feet on seats, no bags on seats	Improvements in service	Supporting improvements in behavior on trains
SFB	4/6/2010	WG	Provide positive activities for youth - jobs	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Provide youth jobs/internships to develop professional skills	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Create pipeline to jobs	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Provide BART field trips and career development and training	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Provide info about how to join BART police	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Recruit BART employees from neighborhood	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Support groups that are providing programs	Relationship with community	Working with community
SFB	4/6/2010	WG	Need to teach youth	Relationship with community	Youth
SFB	4/6/2010	CC	More police on the platforms	Safety	Improvement needed to BART police service/training
SFB	4/6/2010	CC	More foot patrols in needed areas	Safety	Improvement needed to BART police service/training
SFB	4/6/2010	WG	Safety is a core issue	Safety	Personal safety
SFB	4/6/2010	WG	Train safety needs to be addressed	Safety	Personal safety
SFB	4/6/2010	WG	Look at who rides BART, i.e. policing	Safety	Personal safety
SFB	4/6/2010	CC	Accessibility am/pm	Service issues	Inadequate duration/frequency of daily service
SFB	4/6/2010	WG	BART change suburban orientation	System Expansion Issues	Extensions not going where most needed
SFC	4/12/2010	CC	Why is it more expensive to go to SFO? BART response: airport surcharge	Cost	Airport surcharge
SFC	4/12/2010	SV	Please do not raise price. (Comment translated from Chinese)	Cost	Concern re. fare increases
SFC	4/12/2010	SV	Do not raise price (Comment translated from Chinese)	Cost	Concern re. fare increases
SFC	4/12/2010	CC	Discounted tickets for low income families	Cost	Discounts - children/family
SFC	4/12/2010	CC	Senior pass for BART/Muni in the city	Cost	Discounts - senior
SFC	4/12/2010	CC	Concern raised regarding fares - affordability	Cost	Fare too expensive

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	CC	What are the possibilities of exploring other sources of income and perhaps reduce fares?	Cost	Fare too expensive
SFC	4/12/2010	CC	Look at other transit service for BART	Improvements in service	General improvements
SFC	4/12/2010	SV	BART safety: reduce price; provide Chinese ticketing service; more BART staffs to help (Comment translated from Chinese)	Improvements in service	General improvements
SFC	4/12/2010	CC	Car built to accommodate multiple bicycles like Caltrain.	Improvements in service	More bike-friendly
SFC	4/12/2010	CC	"Shuttle" like Muni's Castro shuttle between MacArthur and 24th Street.	Improvements in service	Shuttles
SFC	4/12/2010	CC	Expiration of Muni/BART ticket - needs to be more clear for BART Plus	Improvements in service	Transfer between transit modes/agencies
SFC	4/12/2010	CC	Fast more energy efficient cars.	Improvements in service	Upgraded trains
SFC	4/12/2010	CC	Other ways to serve people - funding for new cars	Improvements in service	Upgraded trains
SFC	4/12/2010	CC	Concern re safety and people trying to scam tourists and new riders who look confused	Safety	Personal safety
SFC	4/12/2010	CC	Night schedule needs to be extended. BART response: single track system so it needs to be shut down for service	Service issues	Inadequate duration/frequency of daily service
SFC	4/12/2010	SV	Increase number of BART trains on Saturdays and Sundays. (Comment translated from Chinese)	Service issues	Inadequate duration/frequency of daily service
SFC	4/12/2010	CC	On platform - better indicators of where to line up (on either sides of train door opening) so that passengers disembarking trains don't have to PUSH through crowds trying to board, especially at busy rush hour times.	Signage and Wayfinding	Improved directions for boarding trains
SFC	4/12/2010	CC	Multi-language signage, Chinese, Spanish, etc. to identify stations for tourists, and/or first time non-English speakers.	Signage and Wayfinding	Need for multi-language signage
SFC	4/12/2010	CC	Better signage at BART stations in different languages - include which lines to get on for different cities (especially in Oakland downtown - SF/Richmond direction)	Signage and Wayfinding	Need for multi-language signage
SFC	4/12/2010	CC	Signage on platform, especially downtown SF stations - BLACK LETTERS ON WHITE - always and/or continuing strip i.e. Powell Powell Powell Powell all along platform in case train door does not align with existing signage.	Signage and Wayfinding	Visibility of station signage from trains
SFC	4/12/2010	CC	For sight-impaired: better floor tile "alert" to where doors to trains will open and directions to stairs/escalators and elevators.	Signage and Wayfinding	Wayfinding for sight-impaired
SFC	4/12/2010	CC	Color blind is hard to know which line to take	Signage and Wayfinding	Wayfinding for sight-impaired
SFC	4/12/2010	CC	Embarcadero station elevator - did you realize you can CHEAT BART out of fares by riding elevator from street level to platform (Hmmm - I observed and never tried it myself. Honest.)	Station Amenities	Elevators
SFC	4/12/2010	CC	When will BART (if ever) have clean, well-lit bathrooms at every stations? (I use downtown Berkeley station)	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)



# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mfg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	CC	Pay phones on BART - keep them	Station amenities	Phones at stations
SFC	4/12/2010	CC	Connecting neighborhoods - inner city service	System Expansion Questions/General Comments	Better neighborhood connections
SFC	4/12/2010	CC	Where does BART see itself in 15 years? BART response: extensions to Fremont, San Jose, Antioch, Warm Springs; circling the entire bay in 50 years	System Expansion Questions/General Comments	General plans
SFC	4/12/2010	CC	BART to Marin	System Expansion Questions/General Comments	North Bay Area
SFC	4/12/2010	CC	How long till BART comes to San Jose/Marin?	System Expansion Questions/General Comments	North Bay Area: San Jose
SFC	4/12/2010	CC	Frequent rider cards for a discount - similar to Fast Pass.	Ticketing	Pass cards
SFC	4/12/2010	SV	Senior Pass is usable in BART (Comment translated from Chinese)	Ticketing	Pass cards
SFC	4/12/2010	CC	Cell telephone service on BART	Transit issues - non-BART	Miscellaneous
SFE	4/8/2010	CC	If the trains are coming and going you can't hear any announcements on the platform (for example announcements about train delays)	Announcements/info at Stations	Announcements inaudible
SFE	4/8/2010	WG	Announcements are not clear	Announcements/info at Stations	Announcements inaudible
SFE	4/8/2010	SV	Please don't raise the price for transportation anymore because I think that, if so, people will just jump on the bus without paying and there will be more robbery on the street. (Comment translated from Spanish)	Cost	Concern re. fare increases
SFE	4/8/2010	WG	Fares raised!	Cost	Fare too expensive
SFE	4/8/2010	SV	BART should lower the price for its services in SFO and in the main part of Oakland. (Comment translated from Spanish)	Cost	Fare too expensive
SFE	4/8/2010	WG	Fast pass for low income? Response: we offer it for seniors, we don't have one now.	Cost	Fare or discount tickets/subsidized fares
SFE	4/8/2010	SV	The prices, the elevators and the restrooms. (Comment translated from Spanish)	Cost, service issues	Fare too expensive; multiple/general complaints re. service
SFE	4/8/2010	CC	With only 67% of energy run with renewable sources, how does BART plan to address the growing demand for sustainable energy sources?	Environmental Impact	Renewable energy sources
SFE	4/8/2010	WG	We love BART	General Comments	Satisfied with BART service
SFE	4/8/2010	CC	BART needs a better relationship with MUNI.	Improvements in Service	Transfer between transit modes/agencies

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	CC	Have a greater transfer agreement with bus systems, not just 25 cents off on AC or Muni. One-way travel of Muni and BART is pricey. Not just a joint Muni-BART Fast Pass. An individual can pay \$2.50 to ride Muni and BART within 90 minutes. When \$2.50 is paid, they'll receive a ticket/transfer for both. Many cities in the US allow bus and rail with a same transfer/day pass.	Improvements in Service	Transfer between transit modes/agencies
SFE	4/8/2010	WG	Why don't you work with MUNI? Response: we do - Fast Pass	Improvements in service	Transfer between transit modes/agencies
SFE	4/8/2010	WG	Transit stores and BART - work together to be a community asset	Improvements in service	Transit stores
SFE	4/8/2010	CC	BART should actively negotiate an agreement with its "transit store" vendor at downtown stations to provide transit info, maps and tickets for agencies other than BART, especially MUNI.	Improvements in service	Transit stores
SFE	4/8/2010	SV	How safe is BART in terms of an earthquake? (Comment translated from Spanish)	Safety	Emergency preparedness
SFE	4/8/2010	WG	How has BART handled safety issues? Response: BART police has worked closely with the community, oversight committee to assess safety procedures, welcome community, prevent it from happening again.	Safety	Improvement needed to BART police service/training
SFE	4/8/2010	CC	What has BART done to improve BART police training/security to avoid or prevent future violence?	Safety	Improvement needed to BART police service/training
SFE	4/8/2010	SV	I hope you don't allow homeless people to sleep in BART (Comment translated from Chinese)	Safety	More security needed
SFE	4/8/2010	CC	Better lighting (safety reason or feeling of safety)	Safety	Personal safety
SFE	4/8/2010	CC	Charge riders with bikes a premium - they take 2, sometimes 3, spaces.	Service issues	Bikes on trains
SFE	4/8/2010	WG	Bus drivers are not friendly	Service issues	Inconsiderate treatment of customers
SFE	4/8/2010	WG	Need BART agents at all stations! - write phone - make it obvious, answer it!	Service Issues	Need more/better attendants
SFE	4/8/2010	CC	Hot line phone at station if agent not present.	Service Issues	Need more/better attendants
SFE	4/8/2010	CC	Please at least leave one elevator on. Many times both the escalators and the elevators are not working, and it is hard to go around with small children.	Station Amenities	Elevators
SFE	4/8/2010	WG	When are bathrooms reopened? Response: no plans to reopen underground. Tokens can be provided to leave and re-enter; Glen and Baboia Park - should be open	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFE	4/8/2010	WG	Bathrooms need cleaning	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFE	4/8/2010	CC	Consider additional reading materials for sale at stations not just daily newspaper, i.e. book kiosk	Station Amenities	Station convenience stores

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	CC	Have convenience stores like at gas stations - food/drinks/maps/littery etc. Help BART generate revenues and provide convenience to people to get food on the go.	Station Amenities	Station convenience stores
SFE	4/8/2010	WG	Keep stations clean! Increase maintenance!	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	Clean bird "stuff" off platform	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	Overall attention to keeping elevator handrails clean for health reasons	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	Eliminate pigeons. Suggestion: have trash cans with closed lids. Individuals need to push to throw trash in.	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	More trash receptacles and recycling bins.	Station/train maintenance	Cleanliness
SFE	4/8/2010	WG	Snack stations within BART - lunch, dinner. Dirty station as a result?	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	There needs to be complete overhaul of all BART stations. Research and look into stations from around the world (Japan/Hong Kong etc.) They are brightly lit and beautiful. BART stations need renovations.	Station/train maintenance	Repairs/renovations needed
SFE	4/8/2010	WG	Walkway improvement!	Station/train maintenance	Repairs/renovations needed
SFE	4/8/2010	CC	Have one downtown station (Powell) open ticket sales vendor on weekends	Ticketing	Difficulty of purchasing tickets
SFE	4/8/2010	WG	Better explanation how to use BART machine - in other languages (several people repeated this comment), voice box/help riders understand	Ticketing	Language barriers
SFE	4/8/2010	CC	Introduce monthly pass, not just within SF. For example, \$6 ride value, sells \$180 a month. An individual can have unlimited rides for any fare less than \$6, and pay 50 cents at add fare machine for \$6.50 fare. Include different prices for people to choose from. Refer to the Washington DC Metro. They have passes.	Ticketing	Pass cards
SFE	4/8/2010	CC	Start using and pushing cards that push RFID technology for more efficient BART riding experience.	Ticketing	Pass cards
SFE	4/8/2010	WG	Complications with Fast Passes - response: call MUNI if demagnetized	Ticketing	Pass cards
SFE	4/8/2010	CC	BART needs to proactively facilitate getting power to MUNI bus shelters at Balboa Park station. Power conduits need to go through BART property. The MUNI "NextMUNI" system needs power to run its bus arrival prediction system. With multiple lines at Balboa Park feeding BART, this should be BART's responsibility to assist MUNI in enabling this key system. The passenger experience, especially getting off BART, for those seeking a ride home from BART, would be GREATLY improved. We have waited for years for these NextMuni signs at Balboa Park, but are told that BART is not cooperative in powering the MUNI shelters.	Transit issues - non-BART	Coordination with other agencies
SFM	4/5/2010	WG	Fare - San Mateo highest fares	Cost	Fare too expensive
SFM	4/5/2010	WG	BART fees	Cost	Fare too expensive
SFM	4/5/2010	CC	San Mateo County passengers need a break from fare increases and service cuts!	Cost, Service issues	Fare too expensive; multiple/general complaints re. service

Mtg	Date	Source	Comment	Main Theme	Subtheme
SFM	4/5/2010	WG	Bikes on BART - provide more info	Improvements in service	More bike-friendly
SFM	4/5/2010	WG	Oversight of BART police	Safety	Improvement needed to BART police service/training
SFM	4/5/2010	WG	Safety	Safety	Personal safety
SFM	4/5/2010	WG	Security and station agent	Safety: Service issues	Personal safety, need more/better attendants
SFM	4/5/2010	WG	Weekend schedule - service hours extension	Service issues	Inadequate duration/frequency of daily service
SFM	4/5/2010	CC	Extend BART service hours on Friday and Saturday evenings until 3:00 am.	Service issues	Inadequate duration/frequency of daily service
SFM	4/5/2010	WG	Bathrooms	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	WG	Provide more bathrooms above ground	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	CC	Should provide more portable toilets outside BART stations with closed restrooms.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	CC	Please make single-user restrooms gender-neutral (equal access needed).	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	SV	If it's possible, they should open the restrooms upstairs, near the information office at the entrance - it's necessary. (Comment translated from Spanish)	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	WG	Cleanliness	Station/train maintenance	Cleanliness
SFT	3/31/2010	CC	Announcements should be in different languages - in terms of emergency situation	Announcements/Info at Stations	Need for multi-language announcements
SFT	3/31/2010	CC	Translation when delay on track	Announcements/Info at stations	Need for multi-language announcements
SFT	3/31/2010	CC	It would be so helpful if all the BART information would be translated to Vietnamese - currently all the info pamphlets are translated into Spanish and Chinese.	Announcements/Info at Stations	Need for multi-language information
SFT	3/31/2010	CC	Lao banner when delay event	Announcements/Info at Stations	Need for multi-language information
SFT	3/31/2010	CC	1. To reduce the fee - it's expensive. 2. People have to use the service everyday. 3. The information should be in Lao language. 4. The signs should be in Lao. 5. Or have the staff speak on the microphone in Lao when informing about the route or destination. 6. To have signs telling about the route of BART in every stop. (Comment translated from Laotian)	Announcements/Info at Stations: Cost	Need for multi-language announcements; information; fare too expensive

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFT	3/31/2010	CC	Lower prices for senior or frequent users	Cost	Discounts
SFT	3/31/2010	CC	The cost is expensive	Cost	Fare too expensive
SFT	3/31/2010	CC	From Civic Center to Hayward - seems to be expensive.	Cost	Fare too expensive
SFT	3/31/2010	CC	Seniors/disabled persons/youth have very limited incomes. How do BART agency help on these groups? (signed w/Vietnamese name)	Cost	Fare too expensive
SFT	3/31/2010	CC	The train fee is too expensive. Is it possible to reduce the fee? Is it possible to reduce fee for elderly just like the normal card? (Comment translated from Laotian)	Cost	Fare too expensive, Discounts senior
SFT	3/31/2010	CC	I'd like to ask... Why BART fees have been increased higher than before? (if the train is late, then they should inform the public) (They should inform us in the Lao language) Because many people are unemployed. Also the cost of living is higher, but the job vacancies are fewer. When traveling it's convenient. Sometimes it's delayed but not too long. At this time I'm unemployed (have no income), (further comment is illegible) (Comment translated from Laotian)	Cost, Announcements/Info at Stations	Concern re. fare increases; need for multi-language announcements
SFT	3/31/2010	CC	I feel that the train fee (BART) has been increased almost every year. But in fact, income of people who use BART are the same. Not sure if people still find it convenient to use BART. I feel that BART services, sometimes, are not on time. (Comment translated from Laotian)	Cost, service issues	Concern re. fare increases; Trains not on time
SFT	3/31/2010	CC	Could BART add recycling and composting bins?	Environmental Impact	Greening at stations
SFT	3/31/2010	CC	CAN BART be completely green (as far as energy sources)?	Environmental Impact	Renewable energy sources
SFT	3/31/2010	CC	Has a first class car been discussed? A car where you paid more and had a limit to people allowed per car?	Improvements in service	First class trains
SFT	3/31/2010	CC	1. I'm very glad to join the meeting today. 2. BART has been serving the public very good but they should pay more attention to their service to be even better. 3. I agree to expand the service to reach where there are many people in order to reduce using own cars and it will help to improve the climate change in the future. (Comment translated from Laotian)	Improvements in service	General improvements
SFT	3/31/2010	CC	Does security concern have an effect on the costs of running the BART system?	Issues with BART Organization, safety	Concerns re BART budget; safety
SFT	3/31/2010	CC	Why can't there be a 3 am train that runs once through the system to pick up late night riders? Even a bus service - system wide would be accepted. One could pay separate cash fare. Even if it was more expensive than a normal ride, that would be better than nothing.	Service issues	Inadequate duration/frequency of daily service
SFT	3/31/2010	CC	Can BART have aides to help customers pay for tickets at SFO?	Service issues	Need more/better attendants
SFT	3/31/2010	CC	From Civic Center to Hayward - I don't know why sometimes is delay - sometimes is not.	Service issues	Trains not on time
SFT	3/31/2010	CC	How big are the signs?	Signage and Wayfinding	Need better wayfinding/signage at stations



# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFT	3/31/2010	CC	Would be better if the sign is in Lao - most of seniors don't read English - make letters bigger every station to (make) easy to read.	Signage and Wayfinding	Need for multi-language signage
SFT	3/31/2010	CC	What is the status of the BART station: 1) In Chinatown 2) at Oakland Airport?	System Expansion Questions/General Comments	Oakland Airport, San Francisco
SFT	3/31/2010	CC	Is BART going to go all the way to San Jose?	System Expansion Questions/General Comments	San Jose
SFT	3/31/2010	CC	When will people be able to take BART from San Francisco to downtown San Jose? (or at least have a connection with its light rail system?)	System Expansion Questions/General Comments	San Jose
SFT	3/31/2010	CC	Is there a website for people outside the Bay Area (within the US and outside the US) buy tickets online?	Ticketing	Difficulty of purchasing tickets
SL	4/1/2010	CC	Lock at noise factor aboard trains as the train is underground and cannot hear the operator voices clearly.	Announcements/Info at Stations	Announcements inaudible
SL	4/1/2010	CC	Put arriving and departing train info at concourse and parking/street level so that people see what trains are coming as they come closer to the station.	Announcements/Info at Stations	Better train arrival/departure info
SL	4/1/2010	WG	Need kiosks with animation	Announcements/Info at Stations	Need for multi-language information
SL	4/1/2010	CC	Try a video/audio kiosk with buttons that will use universal symbols and animation to show how to use the machines or learn about various information about a specific station or connections.	Announcements/Info at Stations	Need for multi-language information
SL	4/1/2010	WG	Info in booth in other languages	Announcements/Info at Stations	Need for multi-language information
SL	4/1/2010	CC	Signs and brochures in other languages	Announcements/Info at Stations; Signage and Wayfinding	Need for multi-language information; need for multi-language signage
SL	4/1/2010	CC	Price of the ticket from any station to SF airport station cost more than Millbrae station - in fact, the SF Airport station is closer but it cost too much the Millbrae.	Cost	Airport surcharge
SL	4/1/2010	CC	Fares	Cost	Fare too expensive
SL	4/1/2010	WG	BART to SFO is great	General Comments	Satisfied with BART service
SL	4/1/2010	CC	Shuttle services between BART and businesses	Improvements in service	Shuttles
SL	4/1/2010	CC	I would like to know the relationship of BART and the bus system (AC Transit) and how they can better serve the community.	Improvements in service	Transfer between transit modes/agencies
SL	4/1/2010	CC	No more parcel tax for property owner	Issues with BART Organization	Concerns re BART budget
SL	4/1/2010	CC	Any stimulus funding for BART projects mentioned and any other upcoming projects? If so, what is BART doing to assure MBE/WBE, DBE and/or small local business participation and labor hiring on said projects?	Jobs	Fair contracting/labor policies

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SL	4/1/2010	CC	Stimulus funds, minority hiring	Jobs	Fair contracting/labor policies
SL	4/1/2010	CC	Taxes	Relationship with community	BART being answerable to public
SL	4/1/2010	CC	Earthquake safety at other stations	Safety	Emergency preparedness
SL	4/1/2010	CC	How do the BART directors work with the BART police? Do you supervise them?	Safety	Improvement needed to BART police service/training
SL	4/1/2010	CC	Relationship between directors and BART police department	Safety	Improvement needed to BART police service/training
SL	4/1/2010	CC	Public safety	Safety	Personal safety
SL	4/1/2010	WG	Question about passenger safety in BART station. Recently two Chinese people got attacked by a few young boys in SF Muni and BART - public safety issue.	Safety	Personal safety
SL	4/1/2010	WG	Need customer service agents at stations	Service issues	Need more/better attendants
SL	4/1/2010	CC	Better transportation services - BART & AC Transit	Service Issues, Transit issues non-BART	Multiple/general complaints re. service; coordination with other agencies
SL	4/1/2010	CC	Where is the system roadmap that has been on the cars in large amounts and used to be near the doors. They are still needed.	Signage and Wayfinding	Need better signage/wayfinding on trains
SL	4/1/2010	CC	Wayfinding signs	Signage and Wayfinding	Need better wayfinding/signage at stations
SL	4/1/2010	WG	Have BART's directional signs in other languages	Signage and Wayfinding	Need for multi-language signage
SL	4/1/2010	CC	Station signage is not visible at eye level when riding into the station. It is either too high or too low and too dark when looking through the windows	Signage and Wayfinding	Visibility of station signage from trains
SL	4/1/2010	WG	Working elevators	Station Amenities	Elevators
SL	4/1/2010	CC	More elevators in the big city such as SFI	Station Amenities	Elevators
SL	4/1/2010	CC	Elevators	Station Amenities	Elevators
SL	4/1/2010	CC	I just hope station modernization means retrofitting and upgrades to bathrooms. Not pretty colors on parking garages. i.e. Scott Haggerty's spending \$500,000 to paint the parking structure at Dublin BART station.	Station/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	At the Bayfair BART when will the facelift occur? Meetings have occurred with safety concerns.	Station/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	Station modernization at other locations	Station/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	When will Bayfair and San Leandro state be modernized?	Stations/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	When will Bayfair and San Leandro state be retrofitted?	Stations/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	Transfer station funds at Railroad Ave.	System Expansion issues	East Contra Costa County



# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg	Date	Source	Comment	Main Theme	Subtheme
SL	4/1/2010	CC	We have a new San Leandro Kaiser being built and I know that it would be important for members to be able to use BART to get to the hospital.	System Expansion Issues	Extensions not going where most needed
SL	4/1/2010	CC	Start the completion of BART from Baypoint Station to Railroad Ave. - NOW.	System Expansion Issues	Project schedules not followed
SL	4/1/2010	CC	Time frames to start the project (completion from Baypoint to Railroad Ave.?)	System Expansion Questions/General Comments	East Contra Costa County
SL	4/1/2010	CC	OAC	System Expansion Questions/General Comments	Oakland Airport
SL	4/1/2010	CC	Is BART still planning on constructing an extension to the Oakland Airport?	System Expansion Questions/General Comments	Oakland Airport
SL	4/1/2010	CC	Can't we stand to add another stop on the Warm Springs extension?	System Expansion Questions/General Comments	Warm Springs
SL	4/1/2010	CC	Warm Springs	System Expansion Questions/General Comments	Warm Springs
SL	4/1/2010	WG	Make buying tickets easier	Ticketing	Difficulty of purchasing tickets
SL	4/1/2010	CC	Ticket machines	Ticketing	Difficulty of purchasing tickets
SL	4/1/2010	CC	We should be able to do ticket exchange at the ticket machine instead of having to go all over the BART system to do ticket exchange.	Ticketing	Inconvenience of ticket exchange
SL	4/1/2010	CC	Ticket exchange	Ticketing	Inconvenience of ticket exchange
SL	4/1/2010	CC	Find the way to help people who does not read English well to be able to purchase ticket easier.	Ticketing	Language barriers
WOAK	4/5/2010	CC	Communication	Communication	More/better information to public
WOAK	4/5/2010	WG	No notice re retrofit	Communication	More/better information to public
WOAK	4/5/2010	CC	Make directions more visible	Communication	More/better information to public
WOAK	4/5/2010	CC	We appreciate the BART to SF Int'l Airport. Thank you!	General Comments	Satisfied with BART service
WOAK	4/5/2010	CC	You raise enough \$ in the past year half	Issues with BART Organization	Concerns re BART budget
WOAK	4/5/2010	WG	TOD ready to go but BART and MTC show lack of leadership	Issues with BART Organization	Issues with BART planning
WOAK	4/5/2010	WG	Radical structural change is needed	Issues with BART Organization	Issues with BART planning

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
WOAK	4/5/2010	CC	No great vision at BART	Issues with BART Organization	Issues with BART planning
WOAK	4/5/2010	CC	No resolutions to impacts to community	Issues with BART Organization	Issues with BART planning
WOAK	4/5/2010	CC	Get on top of Directors; reduce GM's power	Issues with BART Organization	Issues with BART staff
WOAK	4/5/2010	CC	Make the BART Board fulltime	Issues with BART Organization	Issues with BART staff
WOAK	4/5/2010	CC	Trust	Issues with BART Organization	Lack of trust
WOAK	4/5/2010	CC	Credibility issues	Issues with BART Organization	Lack of trust
WOAK	4/5/2010	WG	BART is a public agency	Relationship with community	BART being answerable to public
WOAK	4/5/2010	WG	BART needs to treat us like partners - they have our money	Relationship with community	BART being answerable to public
WOAK	4/5/2010	WG	Provide fairness	Relationship with community	BART being answerable to public
WOAK	4/5/2010	WG	BART must make atonement in West Oakland	Relationship with community	West Oakland
WOAK	4/5/2010	WG	Ow up to mistake - atonement	Relationship with community	West Oakland
WOAK	4/5/2010	WG	This is a serious situation - BART needs to own up to mistake	Relationship with community	West Oakland
WOAK	4/5/2010	CC	Acknowledge mistakes	Relationship with community	West Oakland
WOAK	4/5/2010	CC	No joint development projects/ventures.	Relationship with community	Working with community
WOAK	4/5/2010	SV	Safety is the issue of the bart (Translated from Chinese)	Safety	Personal safety
WOAK	4/5/2010	WG	Asians are concerned with safety on BART	Safety	Personal safety
WOAK	4/5/2010	CC	Safety	Safety	Personal safety
WOAK	4/5/2010	WG	Need to address safety, emergency preparedness	Safety	Personal safety, emergency preparedness
WOAK	4/5/2010	SV	safe and more personnel on the train due to earthquake and fire - etc. We should be able feel safe and you are not on time	Safety, Service Issues	Personal safety/ Trains not on time
WOAK	4/5/2010	CC	Safety and cleanliness	Safety, station/train maintenance	Personal safety, cleanliness
WOAK	4/5/2010	CC	Traveling from San Leandro to San Francisco, you need more trains during commuter time, so people get seats in the morning and evening commutes.	Service Issues	Inadequate duration/frequency of daily service
WOAK	4/5/2010	WG	To see BART today - it's a disgrace	Service Issues	Multiple/general complaints re. service
WOAK	4/5/2010	CC	BART really needs to improve the safety issues, environment issue, convenience issue to attract more Asian people to ride the BART.	Service Issues	Multiple/general complaints re. service
WOAK	4/5/2010	WG	Need BART attendant on the train (for emergencies, etc.)	Service Issues	Need more/better attendants
WOAK	4/5/2010	CC	You need to treat the passengers with respect, and should keep the passengers informed about what is going [on] during the travel.	Service Issues	Need more/better attendants

# Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
WOAK	4/5/2010	CC	Your BART agency person act [like] they don't know any time - especially if there is a train departure or fare in the ticket (?)	Service issues	Need more/better attendants
WOAK	4/5/2010	WG	Dirt, trash around station	Station/train maintenance	Cleanliness
WOAK	4/5/2010	CC	Cleanliness	Station/train maintenance	Cleanliness
WOAK	4/5/2010	CC	You need to keep the trains clean and station area needs to be clean as well.	Station/train maintenance	Cleanliness
WOAK	4/5/2010	CC	Suburban system not for all people	System Expansion Issues	Extensions not going where most needed
WOAK	4/5/2010	WG	System is set up to serve suburbs - especially expansions	System Expansion Issues	Extensions not going where most needed
WOAK	4/5/2010	CC	BART lied to the business community in saying that the OAC would have multiple stops on the way to the airport, thus enabling access to the surrounding business park. When the final bloated costs were divulged, no stops were included!	System Expansion Issues	Issues with OAC
WOAK	4/5/2010	WG	West Oakland got "gypped" out of a station at Jack London Square	System Expansion Issues	Jack London Square
WOAK	4/5/2010	CC	BART's Jack London study became warped by staff when the public's questions about placement of the station at 4th and Washington, the nearest point to the Square after all, the study came back with a recommendation that the station be placed at Market Street! Too far from the Square to be of any commercial value to the retailer element in the area.	System Expansion Issues	Jack London Square
WOAK	4/5/2010	CC	7th St. or West Oakland gets nothing?	System Expansion Issues	West Oakland
WOAK	4/5/2010	CC	As center of the entire BART system, West Oakland is the worst served, with more noise, dirt and negative impact on the surrounding community. how can BART assure parity for West Oakland and Jack London?	System Expansion Issues	West Oakland
WOAK	4/5/2010	WG	West Oakland station is the heart of system and doesn't get attention (double standard)	System Expansion Issues	West Oakland
WOAK	4/5/2010	CC	BART's lack of leadership in helping to make West Oakland into the top TOD in the system is indicative of [what] the directors and staff really think about West Oakland. 11 minutes from downtown San Francisco, after all.	System Expansion Issues	West Oakland
WOAK	4/5/2010	WG	West Oakland CBTP went nowhere - MTC buried it?	System Expansion Issues	West Oakland







BART Outreach.   Pittsburg High School, 6:30 to 8 pm

One thing Low Income Workers know, better than most, is that they are the foundation of the Economy of the nation. I mean, exactly that, the foundation on which commerce depends. Car assembly lines depends on bolts made by Low Income Worker here, or elsewhere, to keep car prices and the price of assembly lines, competitive with similar products made in Fremont, Ohio, Michigan, Pennsylvania, Canada, Mexico, Japan, China and elsewhere.

Sure, innovation is important, but often price is a deciding factor. Ask airplane passengers if they would rather go to an airport an hour away to save \$25 in their flight? Some airlines say costly airport amenities drive traffic away, Other say Airport Landing Fees drive traffic, and airlines, away.

They never mention the Low Income Workers maintain and clean big airport Terminals, grounds and hangars that keep costs competitive for passengers and cargo. But, the impact is not only in airports but all Bay Area offices that *would* shuts down if traffic in the Bay Area drops.

The other good news is that even illegal immigrants are now seen as worthy of support in their legalization The good news is that CCTimes wrote on poll results today, 6/Apr/2010 "New poll shows sea change' in Californians' attitudes toward illegal immigration." Many assume that in hard times, Low Income Worker pays most. No longer, "Not in California!"

Summary: The best way to help the Bay Area, BART and California recover is to issue Low Income workers a Discounted BART ticket to get to work. To keep overhead costs low, maybe you can issue the new BART ticket directly and only to companies at Airport sites, willing to prove numbers and salaries of their Low Income workers. Sell these tickets at a discount to the company, then they will be partners to help their workers, their monthly salary envelope to include BART Tickets. A Win-Win for BART and the company. You may want to tell all BART is doing its part to keep salaries and prices competitive in the Bay Area. If all did their part, including Banks and Unions, we could return to good economic times.    *7 7*

To assume any problem will be solved by repeating the same actions that caused the problem has a name in psychology. Merely waiting may lead to "Double Dip" Jobless Recovery.





## How to Strengthen the BART Draft Public Participation Plan

Presented to the BART Board of Directors, May 13, 2010

By Genesis, Public Advocates, TransForm and Urban Habitat

BART's Draft Public Participation Plan (PPP) is a good first step toward providing meaningful public participation in BART decisions. But it is missing some crucial components. We recommend additional steps be taken to ensure the public input is not empty, but has real impact.

By adopting these recommendations, you will make the public a partner in BART decision-making as well as move the agency towards achieving the ultimate objectives of Civil Rights and Environmental Justice regulations.

### Strengths of the Public Participation Plan:

- The PPP outlines a very thorough and comprehensive set of outreach strategies that will surely garner a high level of public engagement and input. We have no recommendations for strengthening your outreach and public meeting processes.
- The PPP includes good goals and guiding principles about how the public's input should impact the final outcomes of BART decisions (examples below).

Goals include (*Draft PPP, page 6*):

**Quality Input and Participation** Comments received by BART are useful, relevant and constructive, contributing to better plans, projects, programs and decisions.

**Clarity in Potential for Influence** The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.

Guiding principals include (*Draft PPP, page 7*):

**Transparent in Impact** BART will communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.

### However, the implementation strategies do not truly support these:

- Performance measures do not ensure that the public's input does, indeed, affect the final outcomes of BART decisions.
- Specifically, there are no details on how BART will meet its commendable goals and guiding principles to: 1) ensure that the public's input will "contribute to better plans, projects, programs and decisions," and 2) ensure there is transparency that communicates how participants' input had a direct impact on decision making.

Without these steps, the public participation process will be an empty exercise that will result in a continued loss of public trust.

### **Recommendations for Strengthening the Public Participation Plan:**

BART can create a public participation process that makes the community a genuine partner in BART decision-making. The Draft PPP provides a strong foundation for this process by laying out objectives focused on generating diverse and inclusive participation and ensuring that participation results in outcomes that respect and reflect community hopes and opinion. These steps can strengthen that foundation:

- 1) **Institutionalize informed community voice:** Create a standing community advisory committee made up of residents that represent the communities that live and work in BART station and service areas. The advisory committee should be counseled in all major service and fare change decisions, project development and approval, and have a direct line of communication to the BART Board with agendaed time during BART Board meetings to make recommendations, on the record. BART should dedicate sufficient staff to properly assist the committee in achieving its work, and provide training for committee members on relevant subjects, including transit finance and planning, Environmental Justice, and Title VI.
- 2) **Encourage the BART Board to more effectively represent its constituencies:** Require BART board members to attend all public meetings (including focus groups and discussions) in their district. Also require board members to respond, on the record, to any recommendations arising from the standing advisory committee during BART Board meetings.
- 3) **Create a more transparent and meaningful decision-making process:** In addition to the two recommendations above, BART can meet its objectives of creating a process that both yields “better decisions” and is transparent by incorporating the following elements.
  - Involve the public early in decisions, so there is time to incorporate their feedback.
  - Offer the public clear alternatives or options to select from.
  - Provide equal outreach to all community organizations, no matter their position on an issue.
  - Track the feedback and quantify the feedback (i.e., how many people ‘voted’ for option 1 vs. options 2, 3 or 4?).
  - Give the public a direct line of communication to decision-makers. Whenever possible, reduce the barriers created by the 2-minute public speaking rules at BART meetings. This could also include offering opportunities for community-based organizations to make presentations at Board meetings to present issues and respond to staff recommendations.
  - Tell the public how their input factored into the final outcome of a decision by the BART Board and staff.

We appreciate this opportunity to provide feedback directly to the BART Board of Directors and would be more than happy to sit down with BART Board and staff to further discuss our recommendations. To do so, please contact Lindsay Imai at Urban Habitat at 510-839-9510 x 305 or [Lindsay@urbanhabitat.org](mailto:Lindsay@urbanhabitat.org).

May 14, 2010

Response to BART Draft Public Participation Plan, April 30, 2010

Dear Ms. Burke:

Thank you for sharing BART's Draft Public Participation Plan (PPP) with the Chinatown Community Development Center (CCDC) and the Chinatown Transportation Research and Improvement Project (TRIP). We are pleased that the agency is thinking methodically about how to engage communities that have historically been excluded from transportation planning. Given that low-income, transit-dependent communities of color have a strong need for public transit services, but are also disproportionately impacted by transportation planning decisions, we appreciate BART's efforts to understand these impacts on our communities and promote inclusiveness in its planning process.

We recommend the following ways to improve and strengthen the draft PPP. As one of the goals is to "develop and maintain partnerships with communities through the activities described in the PPP", we strongly encourage BART to take advantage of the existing infrastructure of community-based organizations (CBOs) in the Bay Area. This will entail beyond the token effort of providing information to CBOs to be publicized in local newsletters and other publications, but to maximize the capacity of these organizations and engage them as a critical component of a successful public participation plan.

To put this in concrete terms, a successful partnership between BART and a local CBO can achieve:

1) Ensure adequate preparation and participation before hosting an outreach event.

Many of our community members are not trained as transportation planners. Public participation is insufficient when it merely entails asking the public to come out to a meeting and "participate" without laying the foundation for understanding often complex decisions. BART should make an effort to educate the community in laymen terms and in a language that they can understand, about the pros and cons of transportation planning decisions. Educational workshops will help to fulfill the PPP's goals to be inclusive, tailored, and authentic. Community organizations, such as CCDC, work with our grassroots groups to educate them about land use planning, economic development, and transportation planning issues to ensure that they are aware of what is at stake for their communities. BART could potentially work with and fund CBOs to execute these types of educational programming opportunities.



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2) Work with local CBOs to execute BART's public participation methods.

Public participation methods listed in the draft included workshops, walking tours, key person interviews, and surveys—all of which were assumed to be executed by BART. However, these methods will have greater meaningful impact if executed with the capacity of local community organizations. We recommend that BART approach and enable CBOs to do this work, since these organizations are more likely to have in-depth knowledge of the relationships, stakeholders, and dynamics of the community.

3) Create and convene a monthly working group of CBOs committed to BART's PPP goals.

BART should facilitate and convene a monthly working group of interested CBOs; these meetings will serve as a way for BART to coordinate with CBOs to carry out its various public participation methods. Furthermore, it will be a venue in which BART can debrief the public on the results of the public participation events, discuss next steps, and receive direct feedback from CBOs. Adequate follow-up to public participation is equally, if not more, important than the community's ability to participate in public meetings. Finally, BART should generate quarterly reports to summarize what BART has learned from the public's comments. The CBO working group will be the ideal place to share these responses.

To conclude, the draft Public Participation is a good start, but could stand to improve in the ways that have been detailed above. I hope that BART will take these suggestions into account for the final draft. I can be reached at (415) 984-1497 or by e-mail at [dechan@chinatowncdc.org](mailto:dechan@chinatowncdc.org).

Sincerely,

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